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MAYOR'S CITIZEN ASSISTANCE CENTER

ANNUAL REPORT

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DIANNE FEINSTEIN  
MAYOR  
SAN FRANCISCO

GIL BRIGHAM  
DIRECTOR

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SAN FRANCISCO

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DIRECTOR

Compiled and written by Peter H. Stoddard  
(Staff Intern 1979 - 1980)



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MAYOR'S CITIZEN ASSISTANCE CENTER

DIRECTOR'S REPORT

April 1, 1980

Soon, the Mayor's Citizen Assistance Center will have completed three years of operation. People still call or come to this office, however, and ask, "What do you do here?" "What assistance can you give?" "Can you find me a place to live?" "Do you have money for people in need?"

Let me clearly state that no money is available. What we do have is a lot of information ranging from the trivial to the technical. What we give is good, old fashioned service to the public. This report is designed to provide a broader knowledge about what we do and how we go about doing it.

Similar to the typical annual reports of other departments, organizations and corporations, this report of our recorded activities in 1979 will feature our good points, our best side. It will not enumerate the numerous irrational demands which some persons make. It will not reveal our inability to systematically follow-up on our heavy workload. It will not mention the many racist and otherwise filthy calls which we receive. It will not refer to the woman who regularly wants to sell her magic ring, the old man who is prepared to fight "them" if he just knew who "they" are, and the far too many people who complain that their lives and thoughts are being controlled by exotic electronic equipment. It will merely skim over our periods of high frustration, intense anxiety and pure anger.

Nevertheless, those successes resulting from our efforts, though undramatic, frequently have a direct and profound impact on those who had a need to seek our help. The staff of this unit, therefore, well deserves a special salute for whatever accomplishments we claim. Their combined talents, motivation and dedication are seldom equalled by much higher paid public employees.

We who work in the Center have long been convinced that we have a story worth telling. That is why kudos must be extended to Pete Stoddard for enabling our story to now be told.

Gil Brigham  
Director

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## OUR PURPOSE

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"The Mayor shall receive and examine, without delay, all complaints relating to the administration of the affairs of the city and county, and immediately inform the complainant of findings and actions thereon; and the Mayor shall coordinate and enforce cooperation between all departments of the city and county."

Section 3.100 "Functions, Powers, and Duties"

Chapter 1 "Mayor"

Article III "The Executive Branch"

Charter of the City and County of San Francisco

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## OVERVIEW

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This is the office in City Hall that has recorded 107,000 contacts with the public in the past year to hear its complaints, help solve its problems, and lead its frustrated and beleaguered citizens through the maze of confusion and bureaucracy that surrounds governmental activities. This office can not end confusion in government, but in the year 1979 it helped many San Franciscans toward the solutions of what they considered their serious problems.

The Center consists of five young adults dedicated to government problem-solving, two older persons who are City Hall guides, and the director who knows the workings of city government inside out. The Center can not offer a miraculous solution to every problem it is confronted with, but in the words of Director Gil Brigham, "it can offer a response that is comforting, encouraging, and that sets the person on the way to effectively solving his or her problem".

From 8 a.m. until often late into the evening, every city government working day, the office listens to people over the phone, greets them in person, or answers the concerns they have written about in letters. These are not necessarily calm, mild-mannered inquiries. They are often anxious, urgent,

frantic and sometimes threatening pleas or demands. "We don't usually see the person when they start out with a reasonable request for service from an agency," said Brigham. "We see the person who comes to us after having been through the mill of city government, after having to deal with a bureaucratic unconcerned response."

"So we don't see 'normal' people. We see people who are in crisis, who are in tears, who may be ready to hit someone - - people who are very distraught." It is the goal of this office, more than any other in city government, to help these people leave City Hall feeling comforted, helped, and hopeful.

This office is the Mayor's Citizen Assistance Center in Room 160 on the first floor of the San Francisco City Hall.

The goal is a form of service that can range from helping non-English speaking Latino citizens lost in the maze of Municipal and Superior Courts, to helping the elderly find adequate housing, to helping city employees obtain missing paychecks, to directing first time City Hall visitors in their constant search for the restrooms.

The Center strives to be a road of access. It does not lobby, enforce, pressure, provide political favors, nor carry out the individual's obligations. It provides a pamphlet that states, "We do not guarantee a favorable resolution to each problem, but we will do all we can to assist."

This Center divides its approach into four basic citizen concerns:

- When there is a problem but the person doesn't know who to go to for help - the Center will either help directly or make the connection with the person who can.
- When the person is stuck in the maze of city bureaucracy, or getting

a runaround from a department employee - the Center will clarify the procedure, and then investigate the breakdown in service.

- When the person needs information about city ordinances, legislation, public records, or his or her rights and responsibilities - the Center will locate it.

- When the person is concerned about any city issue, and wants to register his or her opinion, suggestion, or complaint - the Center will take that information and prepare it for the Mayor's review on a daily basis.

It is their job to listen to the people, 107,000 recorded contacts in 1979, and understand their hopes, pleas, and concerns.

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THE MAJOR ISSUES: 1979

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The Housing Crisis

School Teachers Strike

City Traffic

Riot at City Hall

Muni Concerns

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## HOUSING

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Housing has been the number one issue for the entire city in 1979. Called a 'crisis', 'a disaster almost as bad as the earthquake', the issue has faced San Franciscans from every walk of life. San Franciscans from every community approached the Center in 1979 with their pleas for help and demands for information and assistance. The Center was swamped with housing problems for the entire year. These problems include requests for assistance from Housing Authority tenants in their concerns around waiting lists, maintenance, evictions, and rent collection. A total of 9,723 recorded contacts stem from the housing crisis. Each staff member handled over 160 contacts a month. On the average, the Center had over 800 contacts per month. Housing became a battleground not only for the city's residents but for the Center's harried staff members trying to cope with the deluge of problems.

Planning Department studies show as early as 1973 that 65 percent of the city's residents were renters. Subsequent studies have shown that most tenants in the city paid rents which amounted to over 33 percent of their income. Renters have faced a brutal market as rents in San Francisco rose 31 percent between 1971 and 1977, according to a 1979 study by the Commission of Aging. Seniors, living on fixed incomes, have been the hardest hit, for their incomes have been increased by government sources only seven percent in the same period.

Since the Center's creation in June, 1977, it has been one of the few city agencies at the very focal point of the housing and rent issue. That first month the majority of contacts were housing contacts.

Rent issues were brought to the forefront of the Center's effort in July, 1978, when Mayor Moscone decided that the Center was the natural setting for the Proposition 13 'Renter's Hotline'. Before that time, the Center averaged 135 housing contacts per month. In one month that jumped to 632 contacts and continued through the year at an average of 318 per month.

In 1979, the Center took the lead among city agencies with a full command of statistics pinpointing the rent problem. In January, the number of contacts increased to 400. In February, the number decreased slightly, and then with the rent increases announced by major developers in the city, and the rent 'freeze' debate by the Board of Supervisors, the housing contacts rose to 863 in March. In June, that figure more than doubled to 2164. The Center staff began their strongest push for a separate agency to handle tenant and landlord concerns six months earlier. Director Gil Brigham led the effort for a proposal for a Rental Affairs Council. This basic idea was later transformed into the Residential Rent Stabilization and Arbitration Board by action of Mayor Feinstein and the Board of Supervisors on June 12. Brigham was appointed Interim Director of the Board in July and set the board up for full operation in August. Its first hearings were held at 170 Fell Street on August 23.

"Beyond rent increases (which were the largest single category of calls), there were a wide range of other issues involved from subletting, evictions, roommates, leases, security deposits, pets, hotel regulations, to locks and repairs," said Director Brigham. "Our experience showed that the public definitely does not know these subjects. But we found that both landlords and

tenants do obtain some satisfaction after they get accurate information  
- - - even if it is contrary to what they thought."

Brigham and staff pushed hard for the rent board concept because they felt it was possible for citizens to engage in conflict-resolution activities when both parties to a housing problem volunteer to air their grievances to a credible panel. Credible is the key word, the Center staff feel. There are several organizations formed around the housing issue, they say, but most are biased towards tenants while the rest are biased towards landlords. A unique agency, without any bias, was desperately needed, the staff pointed out to city officials.

Creation of the Rent Board meant a vast change for the Center. Beginning in August the Center's recorded housing contacts decreased by over a thousand per month. The content of the housing contacts changed. No longer were rent problems presented. Now the requests to the Center became even more difficult. There were requests for immediate housing placement and emergency shelter, and help with eviction problems.

To cope with these problems, the Center has become deeper involved in the city's housing question. A two-month study led by Director Brigham and participated in by all staff members, reviewed housing placement possibilities and problems for the elderly, the low-income citizens, and those facing eviction. It helped establish an effort in the Sheriff's Department to begin a program for evictee counseling and placement scheduled to commence in April, 1980. It also produced a complete catalogue of up-to-date placement procedures of housing placement agencies in the city. To keep in touch with these agencies, staff members regularly attend community meetings of social service agencies. The housing study is now

an on-going one with a present concentration on Sheriff's Department and Municipal Court Unlawful Detainer actions.

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## THE SCHOOL STRIKE

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Citizen concern with education was low in 1979 - until. It was low until September 6 when students throughout the city did not go to school - because the teachers were on strike.

Within days the Center was deluged with citizen concerns about the Teacher's Strike, and it quickly became a major issue. To see the jump in concern; until the strike there were an average of two contacts to the Center per week about the schools. Once the strike began there was an average of 42 contacts per week about the strike. This concern reflected a 95 percent increase. A total of nearly 350 contacts were received from citizens about the strike.

Issues within the strike varied with the groups. The Center heard from parents, teachers, students, and other San Franciscans concerned with the city's well-being and its future.

Most numerous contacts were from parents. They overwhelmingly voiced their agreement with the position Mayor Feinstein took in negotiations by a four-to-one margin. Their major concern was, "Open the schools for my child. Children are the ones who are suffering." Teachers were evenly divided in

their agreement with the Mayor and the process of the negotiations. Most teachers saw the Mayor as a neutral party who was "forced into a position", they said, by the pressures of the strikers and the administrators. Most common in their comments was "the Board is hiding money - - even from you."

Center staff members found themselves working very hard to record the concerns of citizens, to keep the Mayor informed, and in the extremely difficult, and sometimes emotional job, to attempt to explain the Mayor's efforts to people who did not understand it or disagreed with it. Frequently citizens would explode while discussing an issue and terminate their call or visit.

"I'm glad to see the Mayor's stand. I've taught for 17 years and I think its terrific," said one person voicing a teacher's concern. "I think the dehumanization to which Dr. Alioto has subjected the teachers is to blame. The treatment of the laid-off teachers was terrible. Ethics and morals are the issue - - not raises." . . "How can a district that doesn't have any money do a mass mailing to parents that costs 15 cents a letter?" . . . Let's make sure of one thing. No matter how the strike ends, let's dismiss Alioto afterwards." . . . "It's the Board that isn't negotiating in good faith. They've hidden money before and it always becomes obvious later in the year."

Parental concerns were equally vehement. "I've just come back from visiting my son at Woodrow Wilson school. Let me tell you there is total chaos there right now." . . . "The administrators and the union representatives are just selfish, power hungry men. Let's get this thing settled." . . . "It is the Board who is incompetent, not the teachers. Let's meet their goals and get back to school." . . . "We need negotiations round-the-clock. I know

you (The Mayor) can settle it." . . . "We need you (The Mayor) to pressure for an end to this strike. Why haven't the striking teachers been arrested?"

Charges and descriptions of violence and vandalism, from slashed tires to complaints of not being allowed to vote on strike solution proposals were made by teachers and substitutes. All of these were immediately referred to the Police Department for investigation.

Most touching of the concerns came from the TTY communicator at the Center for communication with members of the city's deaf community. "My kid is deaf. All of his teachers are on strike. He is lonesome and learns nothing. Please tell the Mayor of my concerns for my son and his friends who sit alone in a class without a teacher each day. I was mad at first when she (The Mayor) seemed to be doing nothing. But now that she is working on this, I am happy, very happy. Thank you very much."

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## TRAFFIC

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If there is a constant overwhelming issue for the citizens in the housing crisis, there is also a constantly underlying issue for the citizens who contact the Center - - that is traffic.

As an issue, traffic for the citizen who approached the Center in 1979 had three different areas: parking tickets, abandoned autos, and traffic confusion such as damaged signs and turn signals, disputes over moving violation citations, and neighborhood concerns over traffic control devices. It is a constant issue for the public that approaches the Center. As the proverbial discussion over the weather - - it is always there. The Center received 20 contacts per month, on the average, and the median number of concerns was also 20 per month.

The issue of traffic was more prevalent, with 242 complaints over the year, than the gasoline rationing ordinance enacted by the Supervisors in May, or the Muni Response Card issue in November, or the Housing Authority Strike, or the sewer service charge issue, each of which received less than 100 citizen contacts in 1979.

Basic response of the Center staff members over the traffic issues was to glean all the basic facts about the particular concern and then translate that concern into action through the Traffic Court, the Department

of Public Works, or the Police Department.

Efforts were made to fit citizen contacts into Police priorities for the Police District concerned with the minimum of friction for both Police and citizen. Parking citations were the most frequent order of business, 50 percent, with general traffic concerns being 40 percent of the contacts, and the final ten percent devoted to abandoned autos. The lack of towing of abandoned autos became an explanation challenge for the Center. Ties were made strongly with Police Captains on these issues, and staff members soon found themselves working on a first name basis.

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## THE CITY HALL RIOT

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The Citizen Assistance Center is one of the newest branches of the Mayor's Office, established by Mayor George Moscone. Center staff members, all of whom in 1979 had worked with Mayor Moscone, felt a special closeness to him. After his death, the office became both a painful and helping place to be. The Center staff received condolences and expressions of grief from citizens. "These were some of the positive things that make you feel that all is not lost", according to Director Brigham.

During those days, the Center staff helped coordinate the Moscone Memorial Services and served as ushers for the services.

On the night of Monday, May 21, 1979, the jury released its verdict in the trial of former Supervisor Dan White in the shooting deaths of Mayor Moscone and Supervisor Harvey Milk. City Hall suffered extensive damage as crowds of people protested the jury verdict in front of City Hall. Police action was taken at City Hall and at Castro and Market streets. Decisions made that night by Police Chief Gain and Mayor Feinstein were criticized strongly by the public. The topic became a very emotional one for San Francisco citizens.

In two days the Center received over 102 visits and calls by citizens

who wanted the Mayor to hear their opinion. It was the most sudden and emotional issue of the year for the Center. It became, within the last five days of the month, the major concern for the 1,356 citizens who contacted the Center in May.

Major concerns for the staff were to help people with their immediate problems after the demonstrations and to relay opinions to the Mayor and the Chief of Police. Problems centered around the damage done to property: one man had his car stolen, another had his severely damaged and burned; and the injuries stemming from the demonstrations: one man telephoned for assistance from San Francisco General Hospital, and another person requested help while being treated in a private hospital.

Citizens contacted the Center with offers to help pay for this damage. A private firm offered to help organize a campaign for this. Citizens volunteered time for citizen campaigns to raise money for the repairs both at City Hall and on Castro Street and the area near City Hall.

Comments made by citizens ranged from support for city officials to condemnation of the nation's gay and anti-gay movements. "Get rid of Gain, put more guts in the Police Department." . . . "Were our police cars insured?" . . . "The Mayor should look at her priorities in keeping Gain, is she for the city or not?" . . . "We need a retrial with another judge and jury." . . . "Supervisor Britt should be fired. His comments are outrageous. District elections should be abolished." "We need a curfew at night in the city." . . . "The Mayor's personal opinions should have been tempered. Justice was heard Monday night." . . . "Police marching on Castro Street rushed the crowd. It was very terrifying. They created

the riot." . . . "Putting the Tactical Squad on Castro Street only inflamed the violence." . . . "It was all a conspiracy." . . . "Can the Mayor take the case further in court?" . . . "Supervisor Silver showed the most courage that night. We need compassion for the people's anger."

Others demanded arrests, and still others demanded that the money should, and should not, come from taxpayers for the repairs.

In the midst of the anger were calls for unity. One man wished to begin a peace and harmony campaign with buttons and flyers that would ask all San Francisco to come together again. Another person suggested that the city work to find controlled settings from groups to express their anger to lead to constructive and therapeutic solutions. And one man, who wrote to the Center from Pennsylvania and told of his watching and suffering with the city as the trouble unfolded, commended the entire city on its tolerance and said he hoped it would always be a part of San Francisco.

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## MUNI CONCERNS

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On the Saturday night of October 6, a group of teenagers left a dance and then proceeded to hold a group of elderly adults captive on the 38 Geary bus line for several hours. The incident underlined the public's concern over incidents of harrassment on Muni buses and streetcars. Within one week of the October 6 incident, the Center received 38 messages from people who called or came to the Center. The volume soon was a full three-day workload for one staff member alone. Citizen concern expressed in letters followed for the rest of the year.

In the face of threats of retaliatory violence against youths of all races, the job of the Center's staff became that of encouraging calm thinking and explaining to the citizen the concerns of the Mayor for the solution of the problem through increased Muni safety measures and increased Muni Police patrols.

"I want you to know I've been non-violent in the past, but if this doesn't stop I'm going to be carrying a gun on the Muni." . . . "Mayor, this Muni violence has been going on for years, it is not something that has just started." . . . "Let's have dogs riding these buses so that the youths will have second thoughts before attacking any of the passengers."

. . . "We must have a city curfew for youths on the buses. Their parents are just not responsible enough." . . . "Our Muni system has been the best in the country - - except for the criminal element."

Citizen suggestions included air raid sirens and flashing red lights for buses in distress, radios that always worked for the drivers, private guards present on all buses at all times, a city-wide counseling effort by church ministers, the closing of Booker T. Washington Community Center, and a police program of arrests by example to demonstrate increased police attention to the issue.

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MAJOR CITY DEPARTMENTS: 1979

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Police Department

Municipal Railway

Department of Public Works

Department of Health

Department of Social Services

Recreation and Parks Department

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## POLICE DEPARTMENT

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The Police Department was uppermost in the minds of citizens who approached the Center in 1979. The number of concerns recorded was 886 for issues dealing with the Police Department. This does not include traffic or parking ticket concerns. It centers on police conduct, arrest procedure, and neighborhood crime coverage. The most active months for citizen concern over police were May (the City Hall Riot), August (the possible dismissal of Chief Gain), and October (a general increase in city crime versus a lack of police response). The average monthly recorded contacts with citizens over police matters was 74 per month in 1979.

Center staff reported specific incidents of officer conduct directly to Field Operations but insured that the complainants knew it was their responsibility to file complaints with the Police Internal Affairs Bureau. Broader citizen concerns were reported to the Mayor and the appropriate division in the Police Department. In many instances, the Center was able to serve as the link between a citizen who was unable to reach the Police Department's correct division, as with a severely ill patient at the Veterans Hospital who needed help in reporting and locating his stolen car.

A sample of citizen concerns expressed to the Center staff include: "If your force is ever to function for solving problems or cooling situations down

to avoid turmoil, they've got to know how to ignore some non-crisis situations and especially to keep cool and reasonable themselves or they're going to be worse than useless." . . . "A group of enibriates about to get into a brawl, who exceeded 12 at times, all screaming obscenities, throwing up, pushing, shoving, and bothering passers-by and me - where was the response to my call for police help?" . . . "It seems that as summer approaches there is an increasing number of 'punks' coming into the area using both physical and verbal harrassment against the community. I bring this to your attention now because both myself and my friends are being subjected to unwarranted attacks daily." . . . From a citizen who was not allowed to bring alcoholic beverages into a city park: "With all the crime we have in San Francisco, and people afraid to go out at night, we have to waste police manpower to prevent drinking beer at a picnic." . . . "When is your department going to do something about this insane situation of motorists running red lights in our city?"

And the especially thankful, bright moment in the work of this busy department, "I have just had occasion to call on the SFPD for help after being held-up at gun-point in the driveway of my home. The purpose of this letter is to let you know how impressed I was with the service I received from the personnel of Park Station. They did a marvelous job in helping me. Thank you and them."

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## MUNICIPAL RAILWAY

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Most visible of the city departments, and the second most prominent in citizen messages to the Center is the Municipal Railway. In 1979, the Center recorded 465 telephone and in-person concerns over the Muni. Over 100 letters were received on Muni issues. Citizens have six basic concerns with the Muni: route changes, running on schedule, fastpass sales, more buses operating at peak hours, increased regular service buses on "limited" routes, drivers not stopping at bus stops. Two very emotional issues were also frequently presented to the Center, discourteous drivers, and the bunching of buses on a particular route. A monthly average of 38 messages were received in 1979, second only to the Police Department average.

Work of the Center staff has been to record specific service complaints from citizens and refer these to the designated Muni or Public Utility Commission official for corrective active action. Disciplinary complaints are taken by the Center and then reported to Muni. Follow up work is done to see to the scheduling of hearings when formal complaints are made by citizens. Two contacts a month involve questions on accident claims. This Center has been able to get cooperation from Muni in expediting the claims. Scheduling and service concerns are relayed to Muni and citizens are advised of the Mayor's programs for transportation improvement.

Concerns over discourteous drivers was the particular interest of Staff member Glenda Lavigne. After investigation and analysis of the problem, Ms. Lavigne presented a written outline for a program of stress training and counseling for Muni personnel in a letter to Muni management. Her stress program suggestions will also be under active consideration by the Muni in 1980.

Citizen concerns with the Muni have been voiced as, "Common sense dictates that passenger flow studies have been made and the Muni must be well aware of the number of students who attend night classes at San Francisco State. To say that we traveled like sardines last Thursday is an understatement." . . . "We, as regular commuters on the 72-Haight and N-Judah lines wish to express our extreme displeasures with the inability of the Muni to maintain its early morning schedules." . . . "There is one thing which I am most upset about and that's the situation on the Muni. With the fare being only 25¢, it is a bargain, but with the bargain also is violence, abuse, and mental anguish." . . . "The service at this point and on this line has never been consistent, and lately it has been horrendous."

There are bright comments, especially the two-page letter written to commend a driver on the 60-Powell St. line. After seeing an elderly Chinese woman pacing the sidewalk on three of his runs, he stopped the bus, talked a Chinese passenger into translating for him and discovered the woman needed hospital treatment. He then took her to the nearest medical facility on his bus line. For the Muni, 1979 has been a controversial year, but not without its bright incidents.

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## DEPARTMENT OF PUBLIC WORKS

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The one city department most responsive to the Center and to the requests for service by citizens with special problems relating to that department, in 1979, has been the Department of Public Works. "We have found them to be extremely responsive to us. When we go to top management, they investigate the problem immediately, call us right back and then insure that their employees take care of the problem. They respond to us in a personal way", said Center Director Brigham.

Of all issues brought to the Center relating to D.P.W., clean city streets and proper timing for street lights were the two most talked about. With 356 citizen requests recorded in 1979, D.P.W. became the third most prominent department in the eyes of the public. There were an average of 30 contacts with the Center each month. Center staff devoted their attention to keeping each division properly informed of the location and problem presented by each citizen, and reporting back to the citizen on the D.P.W. action taken to correct the problem. The range of complaints was from unauthorized construction by neighbors to the tourist image presented by the sidewalks at Market and Powell Streets.

A sample of concerns is, "Let's turn off that street light at Geary and

Second Ave. It's been on for two days straight and in the middle of an energy deficit it's outrageous for the city not to actively pursue an energy conservation policy." . . . "There's a sewer right at the intersection by my house that jams every time it rains. Waste is coming out of that thing. Every time I call the city I get transferred to the design department." . . . "What's all this tree planting business in my neighborhood? There are too many workers doing it. It's a waste of city time." . . . "If you move the bus stop away from my intersection it will take up more parking spaces in my neighborhood and we don't have enough already." . . . "The sewer was out on my block. I called three times and it took a crew 17 days to get out here and fix it. What's going on?" . . . "Why can't we get that fountain working at the United Nations Plaza? It's an eyesore now as it is. What will tourists think?"

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## DEPARTMENT OF HEALTH

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Not knowing where to go with a complaint or a plea for service is the largest citizen concern with the Department of Health in 1979. The dispersion of services throughout the neighborhood centers and the different inspection teams leave citizens very confused about how to approach the department. Complaints about lack of service or poor service were not the important concerns among the 280 citizen contacts that the Center received about the Department of Health.

An average of 23 concerns per month were expressed by citizens. The largest concern was reporting health hazards on vacant lots or with abandoned property. The second largest concern was garbage strewn near homes and businesses and on the streets. Other concerns were centered around how to get birth and death certificates.

Center staff members found the majority of their work with the Department of Health was in relaying citizen hazard reports to the proper inspection team at the correct neighborhood center and then contacting the citizen with follow-up information and a brief lesson in how and where to report health hazards and violations to the centers. Staff frequently found citizens completely uninformed and confused about the government regulations and penalties and processes for action surrounding health hazards and their

removal.

Citizen concerns were: "The community shower at my hotel doesn't work and it's dirty. It's horrible. Can we do something?" . . . "I have a vacant lot right next door with garbage all over it. Now there are rats in it. Who can handle that?" . . . "My neighbor has let his yard deteriorate. There are old mattresses rotting and garbage all over. Can't somebody cite him and make him clean it up?" . . . "I've sent in twice for a copy of my birth certificate. When am I going to get one?"

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DEPARTMENT OF SOCIAL SERVICES

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Most frustrating for the Center of all city departments has been the Social Services Department. "We experience our greatest sense of frustration and helplessness when dealing with social service problems. Not only are these situations the most poignant, and these clients the most desperate, but far too often we also do not get satisfactory responses from personnel working in that department", said Director Brigham.

Client distrust of the agency and the worker are the largest concerns that citizens have with the department, the fifth most prominent department for citizens. In 1979, the Center recorded 206 contacts with citizens, for an average of 17 per month relating to the department.

What clients considered service delays and the unwillingness of workers to process the forms they had just requested the citizen to complete, often with a rush. The job for Center staff members was to relay the client's concern to the proper supervisor and to ascertain that the application for benefits was in fact being processed, and in a timely manner. In some instances, the Center staff was able to find out what additional benefits were available for the client at the department or at another social services agency in the city. In these cases the Center helped the client solve an

immediate crisis that frequently had gone unnoticed at the department.

Citizen complaints and concerns frequently heard were: "My food stamps are always late - my worker just doesn't care." . . . "I've just applied. I have no food. What can I live on until I get something from the Department?" . . . "I need food stamps. I have nothing now - but they won't give me an appointment until Friday." . . . "We are new in town. They just took our application at the office and sent us away. We're living in our car. Where can we go?" . . . "They told me to pick up my food stamps at the office or I will lose them. Now they've stopped them. What can I do?" . . . "My SSI check was stolen by my landlord. I can't get a replacement. Why is that?" . . . "I need identification to cash my check. Nobody at the department will give it to me. Where can I go?"

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## RECREATION AND PARKS

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Citizen concern about Golden Gate Park - its future, its current condition, and its funding was the major issue for the Recreation and Parks Department at the Center in 1979. Visibility for the department rests on the park and its upkeep. Citizens thought other parks were maintained by the Department of Public Works, or a mythical "groundskeeping" crew. A total of 177 contacts were recorded by Center staff members in 1979. It was an average of slightly more than 14 per month.

Issues regarding Golden Gate Park were expressed most strongly shortly after the California Living (S. F. Chronicle & Examiner) article about the deterioration of the park. Concern was voiced about the loss of Proposition J, "Open Space Funds", which were shifted to the general fund by the Administration in late spring to help stabilize city finances and balance the city deficit. Another Golden Gate Park issue was the removal of one baseball diamond and the moving of another. Additionally the Merry-Go-Round's loss of funding provoked concern in 1979. A campaign to get repair work started again was begun by the public.

The City's golf courses were also a source of citizen concern. Increased greens fees and broken benches, and decreasing maintenance

became the rallying points. Frequently, it was golfers who did not live in the City who placed demands on the City for the improved maintenance and upkeep that the Recreation and Parks Department was unable to keep up with.

Zoo upkeep and the animal care was another sore point. The comments represented the Zoo as a continually diminishing facility that should receive more city funding and attention.

Center staff members did not have too many words of encouragement related to the parks because they were not declared as high priorities in the post-Proposition 13 era.

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THE CENTER: 1979

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How It Operates

The Staff

Special Accomplishments

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## HOW IT OPERATES

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The Center is composed of Director Gil Brigham, who is an officer of the Mayor's staff. Under his direction are five staff aides, two part-time senior citizen aides, a clerk, and a student intern (a graduate student at a city university - chosen in the past three years from the San Francisco State University Social Work Education Department).

The method of operation for the Center is simple. The doors are opened at 8:00 a.m. and until 5:00 p.m. The public comes in person to the office at Room 160 in City Hall, or telephones 558-2666, or writes to the Mayor. First the problem is presented by the citizen, then it is acknowledged by the aide who initiates appropriate action on the complaint or request for help. The responses to many of the letters to the Mayor are drafted in the Citizen Assistance Center.

The process of listening and recording citizen complaints leads in two directions. The first direction is for the staff aide to investigate all possible aspects of the problem in order to find the individual solution to the concern. This requires obtaining as full a report as possible of the incident from the city department or official concerned. Next the aide reviews

the correction or solution to the problem with the Department Head. Then the best possible solution is negotiated with the Department Head and the citizen who contacted the Center. The final agreed upon solution is then reported to all parties involved by the staff aide.

The second direction is the review by the aide of the flow of complaints or problems in regard to a particular city agency, department, or service. The staff aide notes the dimensions of the problem and then works to find out a possible streamlining or correction of the city's procedure. This is then negotiated with the Department or Agency Head through memo and personal contact. It is then followed up in implementation by the Center staff.

In daily operation of the Center, aides are required to keep both a list of contacts with citizens and a summary of their concerns. The summaries are reviewed in two ways. The Mayor receives a report on all concerns on a daily basis. The Deputy Mayor then outlines for Center staff and other members of the Mayor's staff appropriate actions to correct problems and to implement citizen concerns into policy. The second review of the summaries is done by the Center staff on a monthly basis. This summary is reviewed in staff meetings and special problem-solving sessions to enable the Center staff to increase their personal effectiveness at problem-solving.

Concerned helpfulness is the single major goal of operation of the Center. Review of contacts and constant review of the meetings of citizens in the office, by the director and staff members, enable the staff to maintain an even approach to all citizens, no matter how distressed they are, on a daily basis. It is this warmth and individual approach which is then stressed by

Center staff members in their contacts with city employees and Department Heads in their approach to the public.

Under these conditions, it is imperative that the staff must be knowledgeable about a limitless range of issues since they have no idea what will be the burning issue of the next person. It is not surprising to see in the office, neighborhood or ethnic newspapers, and the Chronicle, Examiner, Progress, Recorder, Wall Street Journal, Time, and Newsweek. A large rollo-dex serves as one information data base. Subjects such as divorce, tours, home-steading, noise, probate, garbage and wills are cross-filed for quick retrieval, referral, or response.

One of the important sources of the staff's collective knowledge is that members constantly and informally share information when they become more expert in a particular helping field. Through this practice, the Center becomes a model for continuing education.

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## ITS STAFF

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In daily operation eight staff members work at meeting the public and helping with their concerns. For each staff member the day can be filled with triumphs and disappointments. Their memory of 1979 is not the issues, campaigns, or causes that received the most public attention, but individual people who approached the Center.

Aide Lewis Levine remembers an elderly Italian-American woman who approached the Center in September. "She was really upset. She told me the painter who had just painted part of her home had taken the full payment in advance. Then he left before completing the job. I explained to her that she could take her claim to Small Claims Court after she told me that everytime she had asked the painter for her money, he just laughed at her." The woman was reluctant to take the step. She was embarrassed about something. More questioning revealed she was unable to read and write English. Levine then helped the woman write a "legal" letter to the painter notifying him of court action and helped her initiate the Small Claims suit. Within two weeks the woman returned to the Center. She was joyful. A huge smile spread across her face as she waved a paper at Levine. The painter had paid in full.

Levine, who recently graduated from the University of Pennsylvania with a political science degree, counts on learning the ropes of municipal government for a career in public affairs. He finds the variety of the problems at the Center most fascinating and the work with the elderly citizens the most challenging.

Aide Janet Henley brings an international background and a full range of language skills to her work at the Center. Born in the Virgin Islands, she has lived in Europe and worked for the State Department in Washington D.C. and in Brazil, as a Peace Corps Volunteer. She is particularly excited because she is able to use her fluent knowledge of Spanish, Italian, and Portuguese to help non-English speaking persons who request help from the Center. There have been many joyful moments in 1979 as she was able to help them through the maze of English-only bureaucracy from translating Marriage Certificates to working in Small Claims and Municipal Courts as a translator.

One rewarding incident happened over a mix-up at the Registrar of Voters. A very friendly middle-aged woman had presented herself to a clerk at the Registrar's office, showed him her ID and citizenship documents and then was immediately given the voter registration forms and she was sent off by the clerk to fill them out. She completed everything on the form but her party affiliation and then was stumped. She approached the clerk and an argument ensued over the necessity of telling her party affiliation. The clerk then brought the woman to Janet to help by translating. Janet then discovered that the woman did not want to vote. She only came to City Hall to get her preferential parking sticker. Janet then took her to the Tax Collector for her sticker. "But if the clerk had not brought her to the Center, she was all set, she told me, to

tape the stub from her voter registration to the rear bumper of her car and park contentedly in front of her apartment all night."

The serious problem in working with Latino citizens, Janet finds, is that landlords and people in authority are respected and may never be questioned by the citizen. They find it very difficult to challenge such people in an emergency and often do not tell their real problems to the agencies that can help them because these agency employees do not speak their language and do not make their work clear to the Latino citizen. Janet is seriously considering applying for law school.

Senior Aide Vivian Williams spends much of her time working with senior citizens in addition to answering hundreds of questions a day at the City Hall Information Desk. Vivian visits as many as twelve Senior Centers throughout the city in a week to tell the elderly of the services and referrals that the Mayor's Citizen Assistance Center can make for them. One senior citizen whom Vivian worked with daily was so impressed with Vivian that it was Vivian she called when she had a recent heart attack. "She called me and asked for help. I was able to get an ambulance for her and have her taken to Mission Emergency. Then she was transferred to Mt. Zion Hospital." It was a late night for Vivian. The call came at 11 p.m. and she worked with the woman until 3 a.m.

Aide Stephanie Mischak worked longest at the Center of the five staff members who work in Room 160. She has a strong interest in the politics of the city and hopes to pursue actively campaigns against many of the problems she sees at the Center. In 1979 she worked diligently with a citizen who very much wanted to be a city fireman. "When he first applied everything was alright. But at the time of the physical test he had a broken wrist. He was

told them that he had to take the test or fail." Then the announcement for additional tests were sent to the wrong address, she said. Civil Service at one point refused any assistance to the man saying that the list had been completed and there were not enough additional candidates to give another test. Stephanie doggedly followed the man's protest through Civil Service and was able to see that additional candidates were rounded up, the test given, and now the man is happily awaiting his call to be a city fireman. Stephanie has been a High School teacher and she enjoys departing helpful hints.

Senior Aide Nadyne Ricks suggested the creation of the Information Desk at the front entrance of City Hall. This occurred when at a early stage she recognized that so many people get lost in the building. "I just knew that the Center office was too far away for immediate information." Nadyne is a very energetic person who loves to dispense general information. She was a former Salvation Army missionary who served in Africa, among other places.

Amidst all the harried action of dealing with issues and citizen concerns, Aide Susan Lewis points out the enjoyable part of the job of getting to make friends with the public. "This little man, a senior from Boston, came to visit the city for six weeks. He wanted to live here and he wanted a roommate. He came to the Center looking for a man he had met before that he knew lived in San Francisco." Susan helped the man with ways to look for his friend, and the man came to the Center daily. "We got to be really good friends. He would pop in every morning and chat with me about his trips in town, what interested him in current San Francisco events, and his membership in various senior organizations in Boston," Susan remembers. The man made a trip to Reno and there ran into his long-lost friend. "I'm sorry the Center couldn't have helped him more," Susan said, "he was one of the most enjoyable clients I've had."

Now studying for her master's degree in public administration at the University of San Francisco and a recent UCLA graduate, Susan also hopes to make a career in public affairs.

Gloria Riley is responsible for all of the clerical functions in this office and this is a sizeable undertaking. The heaviness of her workload and the efficiency which she possesses and performs becomes very apparent during the periods when she is not present. In pursuit of still further improving and expanding her office skills, Gloria attends classes at the Community College Center.

Glenda Lavigne, who had a special interest in improving the operations of the Municipal Railway, was recently hired by that Department as a Station Agent. She, like the rest of the Center staff, however, recalls situations when she aided the elderly. One example is when she helped a woman to get an apartment in a senior project after she was the victim of internal wrangling in the Housing Authority. This woman still sends "Thank You" cards to Glenda.

#### ALUMNI ASSOCIATION

|                         |                                                             |
|-------------------------|-------------------------------------------------------------|
| John Blackburn          | Administrative Assistant, Rent Arbitration Board            |
| Heidi Evans             | Administrative Assistant, Supervisor Renne                  |
| Minnie Gee              | Eligibility Worker, Social Services Department              |
| Carolyn Henderson       | Agent, Insurance Company                                    |
| Nancy Quezada           | Administrative Assistant, Secretary of Labor Representative |
| Anne Ruggieri           | Intern, Public Health Planning                              |
| Terri Simpson           | Budget Analyst, Mayor's Office                              |
| Hung To                 | Senior Eligibility Worker, Social Services Department       |
| Maria Vasquez de Kameko | Program Director, KDTV Channel 14                           |
| Judy Wong               | Passenger Agent, Delta Airlines                             |

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## SPECIAL ACCOMPLISHMENTS

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In 1979 the Center's two major accomplishments have been the advocacy for and sponsorship of the Rent Arbitration Board and the publication of the California Living (Sunday Examiner and Chronicle) article on "City Hall From A to Z", the first how-to guide for citizens trying to deal with the complicated bureaucracy of City Hall. Following those have been a host of daily achievements in outlining service delivery systems for city agencies, and a special Housing Study and Report done in October and November which compiled housing shelter availability figures and facilities.

The big push for the Rent Board began in January with the suggestion to the Mayor and the Board of Supervisors for a "Rental Affairs Council". Director Gil Brigham, in a proposal and fact sheet to the Mayor in March outlined six vital functions for the "Council": explanation of rental issues for citizens, community education for tenants and landlords, conciliation capabilities for tenant/landlord disagreements, impartiality for these negotiations, combined effort where the council could serve as an adjunct to the Mayor, Board of Supervisors, and citizens in fact-finding and proposing legislation, and support for citizens and community organizations dealing in the landlord/tenant arena

such as the S. F. Neighborhood Legal Assistance Foundation, Real Estate Board, State Department of Consumer Affairs, Commissions on Aging and Human Rights, and the District Attorney's Office.

The Rent Board was instituted through emergency legislation of the Board of Supervisors on June 12, and Board members were appointed by the Mayor on July 23. Shortly after that, Gil Brigham was loaned to the Board to be Interim Director in order to begin operations immediately. The first hearings of the Board were held August 23. Brigham returned to his Directorship of the Center in October after the appointment of Donna Solomon as Executive Director of the Rent Board.

The California Living article stemmed from discussions with the Chronicle and Examiner on how to make City Hall more accessible to the public, a constant goal of Center Director Brigham and the staff. It was written by Stephanie Mischak and co-authored by Brigham. After its publication March 4, it was reprinted and distributed by the Employment Development Department in San Francisco and the State Department of Consumer Affairs in addition to numerous private citizen groups in the city. It has also become a stable hand-out item for citizens coming to the Center's office in City Hall.

"We feel that our most important duty is to provide the public with information to allow them to get their business done. You can't use a phone book to deal with city government, and yet that is the only tool available to people," said Brigham. "So we put together this guide to acquaint the public, as much of the public as possible, to get them started on where to go in City Hall and whom to see."

Other significant accomplishments of the Center in 1979 include

the development, scheduling and program for the Mayor's Budget Meetings with citizens in March by aide Susan Lewis, and the appointment of a Housing Coordinator at the Department of Social Services through the work of aide Lewis Levine and Intern Peter Stoddard in November.

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STATISTICS: 1979

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Issue Contacts

Department Contacts

Department Contacts Graph

Two Year Contact Comparison

Two Year Housing Contact Comparison

Zip Code Chart

Monthly Contacts

MAJOR ISSUE CONTACTS : 1979

|                      | Jan. |     | Feb. |     | Mar. |     | April |      | May |      | June |      |
|----------------------|------|-----|------|-----|------|-----|-------|------|-----|------|------|------|
|                      | #    | %   | #    | %   | #    | %   | #     | %    | #   | %    | #    | %    |
| Housing              | 400  | 4.3 | 349  | 3.9 | 612  | 6.1 | 851   | 49.5 | 863 | 63.6 | 2164 | 68.9 |
| Muni                 | 21   | 2.2 | 9    | 1.0 | 18   | 1.1 | 22    | 1.2  | 10  | 0.7  | 15   | 1.5  |
| Traffic              | 6    | 0.6 | 13   | 1.5 | 35   | 2.1 | 24    | 1.3  | 20  | 1.4  | 20*  | 0.6  |
| Schools              | 8    | 0.8 | 12   | 1.3 | 25   | 1.5 | 16    | 0.9  | 7*  | 0.5  | 6*   | 0.1  |
| City Hall Riot       | -    | -   | -    | -   | -    | -   | -     | -    | 102 | 7.5  | 70   | 2.2  |
| City Planning Issues | 14   | 1.5 | 4    | 0.4 | 9    | 0.5 | 3     | 0.1  | 0   | 0    | 0    | 0    |

|                      | July |      | Aug. |      | Sept. |      | Oct. |      | Nov. |      | Dec. |      |
|----------------------|------|------|------|------|-------|------|------|------|------|------|------|------|
|                      | #    | %    | #    | %    | #     | %    | #    | %    | #    | %    | #    | %    |
| Housing              | 2829 | 86.6 | 742  | 62.1 | 178   | 3.3  | 239  | 24   | 184  | 28.2 | 98   | 22.1 |
| Muni                 | 21   | 0.6  | 54   | 4.5  | 14    | 2.6  | 78   | 7.8  | 46   | 7.0  | 27   | 4.1  |
| Traffic              | 18   | 0.5  | 20*  | 1.6  | 18    | 3.3  | 18   | 1.8  | 33   | 5.0  | 17   | 3.8  |
| Schools              | 4    | 0.1  | 4    | 0.3  | 78    | 14.4 | 218  | 21.9 | 8    | 1.2  | 4    | 0.9  |
| City Hall Riot       | -    | -    | -    | -    | -     | -    | -    | -    | -    | -    | -    | -    |
| City Planning Issues | 0    | 0    | 7    | 0.5  | 0     | 0    | 8    | 0.8  | 5    | 0.7  | 8    | 1.8  |

\* Estimate : complete figures not available

|                           | January |     | February |      | March |     | April |     | May |     | June |     |
|---------------------------|---------|-----|----------|------|-------|-----|-------|-----|-----|-----|------|-----|
|                           | #       | %   | #        | %    | #     | %   | #     | %   | #   | %   | #    | %   |
| Police Dept.              | 33      | 6.2 | 55       | 10.3 | 78    | 7.7 | 79    | 9.1 | 102 | 7.5 | 70   | 7.1 |
| Municipal Railway (MUNI)  | 39      | 7.3 | 41       | 7.7  | 66    | 6.5 | 42    | 4.8 | 23  | 1.6 | 15   | 1.5 |
| Dept. of Public Works     | 23      | 4.3 | 25       | 4.7  | 21    | 2.0 | 39    | 4.5 | 32  | 2.3 | 14   | 1.4 |
| Dept. of Health           | 11      | 2.0 | 25       | 4.7  | 31    | 3.0 | 26    | 3.0 | 24  | 1.7 | 8    | 0.8 |
| Dept. of Social Services  | 22      | 4.1 | 9        | 1.7  | 17    | 1.6 | 18    | 2.0 | 24  | 1.7 | 14   | 1.4 |
| Recreation and Parks Dpt. | 4       | 0.7 | 11       | 2.0  | 38    | 3.7 | 24    | 2.7 | 11  | 0.8 | 16   | 1.6 |

|                          | July |      | August |      | Sept. |      | October |      | Nov. |      | Dec. |      |
|--------------------------|------|------|--------|------|-------|------|---------|------|------|------|------|------|
|                          | #    | %    | #      | %    | #     | %    | #       | %    | #    | %    | #    | %    |
| Police Dept.             | 68   | 15.6 | 111    | 22.8 | 73    | 18.7 | 102     | 12.6 | 71   | 13.7 | 59   | 15.7 |
| Municipal Railway (Muni) | 21   | 4.8  | 54     | 11.1 | 14    | 3.5  | 78      | 9.6  | 46   | 8.8  | 27   | 7.2  |
| Dept. of Public Works    | 36   | 8.2  | 24     | 4.9  | 25    | 6.4  | 62      | 7.7  | 36   | 6.9  | 45   | 12.0 |
| Dept. of Health          | 24   | 5.5  | 26     | 5.3  | 26    | 6.6  | 36      | 4.4  | 28   | 5.4  | 15   | 4.0  |
| Dept. of Social Services | 27   | 6.2  | 13     | 2.6  | 9     | 2.3  | 15      | 1.8  | 20   | 3.8  | 20   | 5.3  |
| Recreation & Parks Dept. | 13   | 2.9  | 12     | 2.4  | 8     | 2.0  | 19      | 2.3  | 15   | 2.8  | 6    | 1.6  |

MONTHLY DEPARTMENTAL AVERAGES

Police Department 75

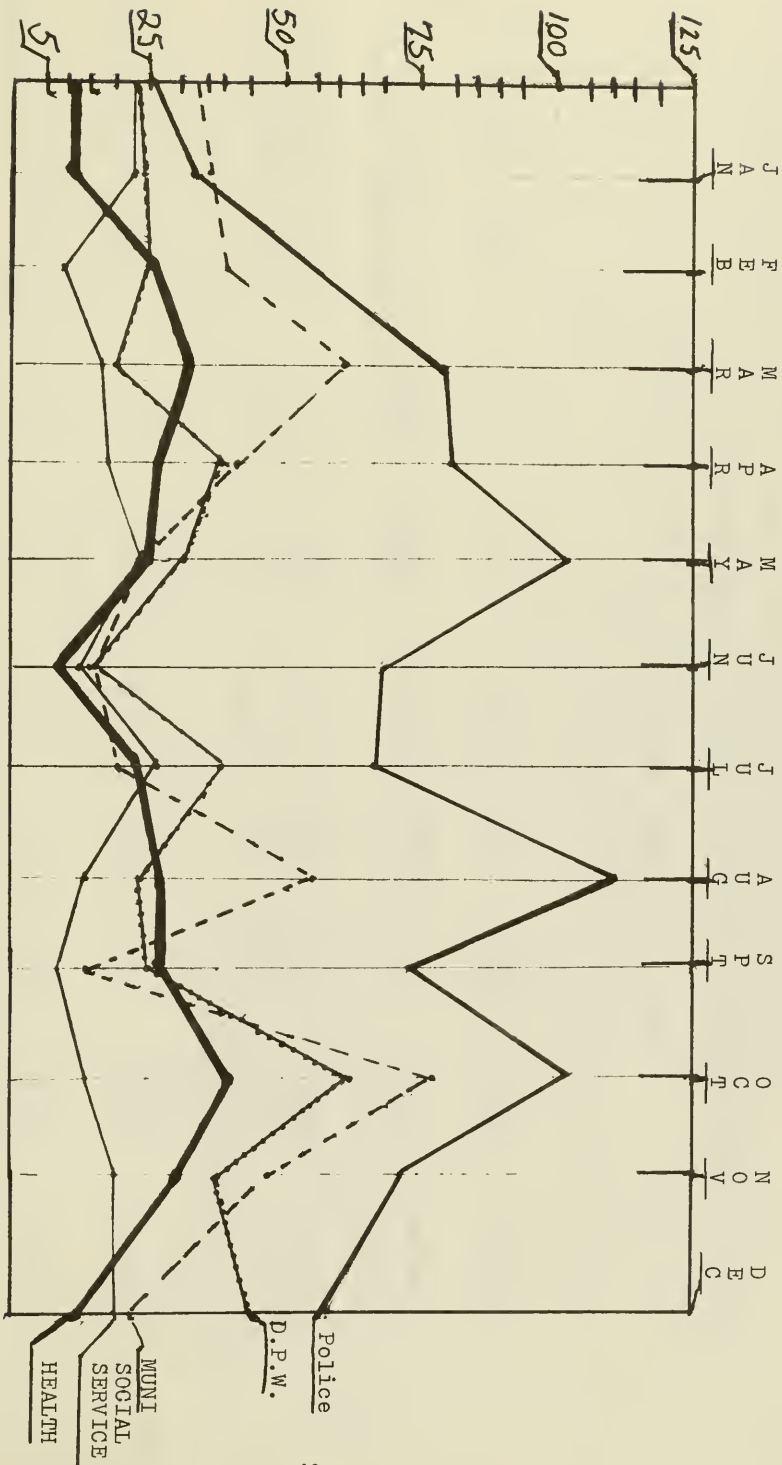
Municipal Railway (MUNI) 38

Department of Public Works 29

Health Department 18

Department of Social Services 17

Recreation and Parks Department 14



MAJOR DEPARTMENT CONTACTS : 1979

|                         | Jan.                            | Feb.          | March        | April       | May         | June        | Sub-total          |
|-------------------------|---------------------------------|---------------|--------------|-------------|-------------|-------------|--------------------|
| Center contacts, 1979   | 930                             | 858           | 1,615        | 1,716       | 1,356       | 3,139       | 9,614              |
| Center contacts, 1978   | 1,487                           | 1,194         | 1,480        | 1,135       | 957         | 1,090       | 7,343              |
| Information Booth, 1979 | 7,142                           | 9,632         | 10,844       | 7,776       | 7,533 *     | 7,533 *     | 50,460             |
| Information Booth, 1978 | -                               | -             | -            | -           | -           | -           | -                  |
| Total Contacts, 1979    | 8,072                           | 10,490        | 12,459       | 9,492       | 8,889       | 10,672      | 60,074             |
| Total Contacts, 1978    | 1,487                           | 1,194         | 1,480        | 1,135       | 957         | 1,090       | 7,343              |
| Center contacts, 1979   | July<br>3,264                   | Aug.<br>1,193 | Sept.<br>538 | Oct.<br>992 | Nov.<br>651 | Dec.<br>443 | Sub-total<br>7,081 |
| Center contacts, 1978   | 971                             | 898           | 764          | 784         | 751         | 812         | 4,980              |
| Information Booth, 1979 | 8,279                           | 6,549         | 6,045        | 6,130       | 6,351       | 6,591       | 39,945             |
| Information Booth, 1978 | 1,758                           | 8,563         | 9,606        | 6,669       | 5,278       | 7,540       | 39,414             |
| Total Contacts, 1979    | 11,543                          | 7,742         | 6,583        | 7,122       | 7,002       | 7,034       | 47,026             |
| Total Contacts, 1978    | 2,729                           | 9,461         | 10,370       | 7,453       | 6,029       | 8,352       | 44,394             |
|                         | Total Contacts - 1979 : 107,100 |               |              |             |             |             |                    |
|                         | Total Contacts - 1978 : 51,737  |               |              |             |             |             |                    |

\* Statistics not completely available for this month : estimate.

TWO - YEAR HOUSING CONTACT COMPARISON : 1978 -1979

| Jan.                          | Feb. | Mar. | Apr. | May | June | Sub-Total |
|-------------------------------|------|------|------|-----|------|-----------|
| Housing Contacts, 1978<br>147 | 135  | 175  | 135  | 128 | 91   | 811       |
| Housing Contacts, 1979<br>400 | 349  | 612  | 851  | 863 | 2164 | 5,239     |

| July                            | Aug. | Sept. | Oct. | Nov. | Dec. | Sub - Total |
|---------------------------------|------|-------|------|------|------|-------------|
| Housing Contacts, 1978<br>642   | 477  | 199   | 164  | 170  | 271  | 1,923       |
| Housing Contacts, 1979<br>2,829 | 742  | 178   | 239  | 184  | 98   | 4,270       |

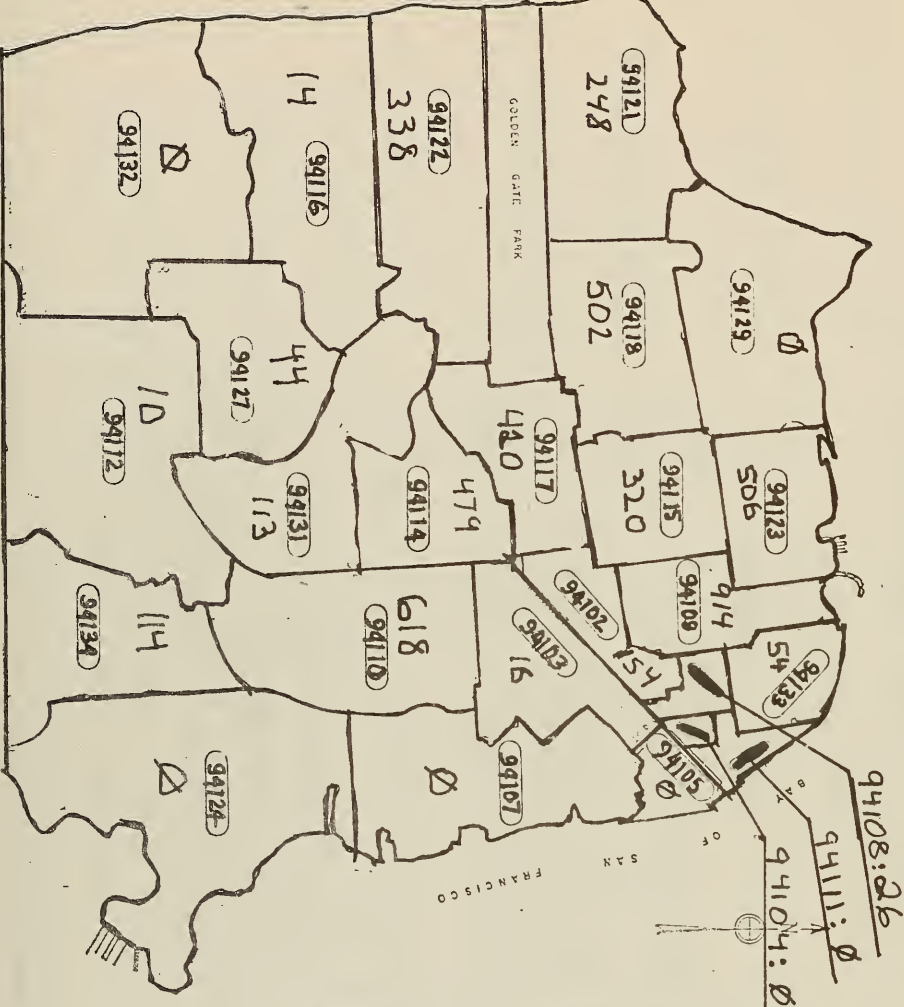
Total 1978 - 2,734

Total 1979 - 9,509

(It must be noted that the Rent Arbitration Board began operation in August and absorbed the vast majority of contacts.)

LANDLORD/TENANT CONTACTS WITH THE CITIZEN ASSISTANCE CENTER : BY ZIP CODE

IN 1979



|                       |             |
|-----------------------|-------------|
| Civic Center/Downtown | 94102 - 154 |
| South of Market       | 94103 - 16  |
| Financial             | 94104 - 0   |
| China Basin           | 94105 - 0   |
| Potrero               | 94107 - 0   |
| Chinatown             | 94108 - 26  |
| Tenderloin/Nob Hill   | 94109 - 914 |
| Mission               | 94110 - 618 |
| Embarcadero           | 94111 - 0   |
| Ingelside             | 94112 - 10  |
| Eureka Valley         | 94113 - 479 |
| Western Addition      | 94115 - 320 |
| Parkside              | 94116 - 14  |
| Haight                | 94117 - 420 |
| Inner Richmond        | 94118 - 502 |
| Outer Richmond        | 94121 - 248 |
| Sunset                | 94122 - 338 |
| Marina                | 94123 - 506 |
| Bayview               | 94124 - 0   |
| St. Francis Woods     | 94127 - 44  |
| Presidio              | 94129 - 0   |
| Diamond Heights       | 94131 - 113 |
| Lake Merced           | 94132 - 0   |
| North Beach           | 94133 - 54  |
| Portola               | 94134 - 114 |

These zip code distributions were compiled periodically and can only be used as an indicator of complaint sources.

NOTE

All the statistics in this section are those contacts recorded by Center staff in the process of daily client contact in 1979. These statistics were reported and analyzed at separate times during the year. This section, therefore, represents an evaluation tool and service indicator for the Center and not precisely and scientifically gathered records.

C O N T A C T S

JANUARY, 1979

|                   |              |        |
|-------------------|--------------|--------|
| Arts              | 7            | 1.12%  |
| Business          | 20           | 4.0 %  |
| City Planning     | 16           | 3.0 %  |
| Consumer          | 5            | .9 %   |
| D.P.W.            | 23           | 4.3 %  |
| Employment        | 20           | 3.7 %  |
| Government        | 127          | 23.9 % |
| Health            | 11           | 2.0 %  |
| Housing           | 20           | 3.7 %  |
| Mayor             | 36           | 6.7 %  |
| Muni              | 39           | 7.3 %  |
| Police            | 33           | 5.2 %  |
| Rec & Park        | 4            | 0.75%  |
| San Francisco     | 44           | 8.3 %  |
| Schools           | 8            | 1.5 %  |
| Seniors           | 10           | 1.8 %  |
| Soc. Services     | 22           | 4.15%  |
| Traffic           | 6            | 1.1 %  |
| Unclassified      | 79           | 15.0%  |
| TOTAL             | 530          |        |
| TENANT/LANDLORD   | 400          |        |
| INFORMATION BOOTH | 7,142        |        |
| CENTER CONTACTS   | <u>8,072</u> |        |

FEBRUARY, 1979

|                   |               |        |
|-------------------|---------------|--------|
| Arts              | 11            | 2.0 %  |
| Business          | 10            | 1.89%  |
| City Planning     | 6             | 1.1 %  |
| Consumer          | 2             | 0.3 %  |
| D.P.W.            | 25            | 4.7 %  |
| Employment        | 21            | 3.9 %  |
| Government        | 131           | 24.7 % |
| Health            | 25            | 4.7 %  |
| Housing           | 46            | 8.69%  |
| Mayor             | 32            | 6.0 %  |
| Muni              | 41            | 7.7 %  |
| Police            | 55            | 10.3 % |
| Rec & Park        | 11            | 2.0 %  |
| San Francisco     | 35            | 6.6 %  |
| Schools           | 12            | 2.2 %  |
| Soc. Services     | 9             | 1.7 %  |
| Traffic           | 13            | 2.4 %  |
| Unclassified      | 44            | 8.3 %  |
| TOTAL             | 529           |        |
| TENANT/LANDLORD   | 329           |        |
| INFORMATION BOOTH | 9,632         |        |
| CENTER CONTACTS   | <u>10,490</u> |        |

# C O N T A C T S

MARCH, 1979

|               |     |        |
|---------------|-----|--------|
| Arts          | 23  | 2.2 %  |
| Business      | 10  | 0.9 %  |
| City Planning | 9   | 0.8 %  |
| Consumer      | 15  | 1.4 %  |
| D.P.W.        | 21  | 2.0 %  |
| Employment    | 42  | 4.1 %  |
| Government    | 308 | 30.7 % |
| Health        | 31  | 3.0 %  |
| Housing       | 54  | 5.3 %  |
| Mayor         | 12  | 1.1 %  |
| Muni          | 66  | 6.5 %  |
| Police        | 78  | 7.7 %  |
| Rec & Park    | 38  | 3.7 %  |
| San Francisco | 57  | 5.6 %  |
| Schools       | 25  | 2.4 %  |
| Seniors       | 20  | 1.9 %  |
| Soc. Services | 17  | 1.6 %  |
| Traffic       | 44  | 4.3 %  |
| Unclassified  | 133 | 13.2 % |

|                   |               |
|-------------------|---------------|
| TOTAL             | 1,003         |
| TENANT/LANDLORD   | 612           |
| INFORMATION BOOTH | 10,844        |
| CENTER CONTACTS   | <u>12,459</u> |

APRIL, 1979

|               |     |        |
|---------------|-----|--------|
| Arts          | 22  | 2.5 %  |
| Business      | 28  | 3.2 %  |
| City Planning | 13  | 1.5 %  |
| Consumer      | 13  | 1.5 %  |
| D.P.W.        | 39  | 4.5 %  |
| Employment    | 55  | 6.3 %  |
| Government    | 220 | 25.4 % |
| Health        | 26  | 3.0 %  |
| Housing       | 61  | 7.0 %  |
| Mayor         | 34  | 3.9 %  |
| Muni          | 42  | 4.8 %  |
| Police        | 79  | 9.1 %  |
| Rec & Park    | 24  | 2.7 %  |
| San Francisco | 44  | 5.0 %  |
| Schools       | 16  | 1.8 %  |
| Seniors       | 15  | 1.7 %  |
| Soc. Services | 18  | 2.0 %  |
| Traffic       | 36  | 4.1 %  |
| Unclassified  | 80  | 9.2 %  |

|                   |              |
|-------------------|--------------|
| TOTAL             | 865          |
| TENANT/LANDLORD   | 851          |
| INFORMATION BOOTH | 7,776        |
| CENTER CONTACTS   | <u>9,492</u> |

# C O N T A C T S

## MAY, 1979

|               |     |       |
|---------------|-----|-------|
| D.P.W.        | 32  | 2.3 % |
| Health        | 24  | 1.7 % |
| Muni          | 23  | 1.6 % |
| Police        | 102 | 7.5 % |
| Rec & Park    | 11  | 0.8 % |
| Soc. Services | 24  | 1.7 % |

|                     |      |
|---------------------|------|
| TOTAL MCAC CONTACTS | 1356 |
|---------------------|------|

## JUNE, 1979

|               |    |       |
|---------------|----|-------|
| D.P.W.        | 14 | 1.4 % |
| Health        | 8  | 0.8 % |
| Muni          | 15 | 1.5 % |
| Police        | 70 | 7.1 % |
| Rec & Park    | 16 | 1.6 % |
| Soc. Services | 14 | 1.4 % |

|                 |              |
|-----------------|--------------|
| TENANT/LANDLORD | 2,164        |
| OTHER CONTACTS  | 975          |
| TOTAL CONTACTS  | <u>3,139</u> |

## JULY, 1979

|               |    |        |
|---------------|----|--------|
| Arts          | 10 | 2.2 %  |
| Business      | 23 | 5.2 %  |
| City Planning | 5  | 1.1 %  |
| Consumer      | 4  | 0.9 %  |
| D.P.W.        | 36 | 8.2 %  |
| Employment    | 19 | 4.3 %  |
| Government    | 57 | 13.0 % |
| Health        | 24 | 5.5 %  |
| Housing       | 36 | 8.2 %  |
| Mayor         | 28 | 6.4 %  |
| Police        | 68 | 15.6 % |
| Rec & Park    | 13 | 2.9 %  |
| San Francisco | 26 | 5.9 %  |
| Schools       | 4  | 0.9 %  |
| Seniors       | 5  | 1.1 %  |
| Soc. Services | 27 | 6.2 %  |
| Traffic       | 18 | 4.1 %  |
| Unclassified  | 32 | 7.3 %  |

|                   |               |
|-------------------|---------------|
| TOTAL             | 435           |
| TENANT/LANDLORD   | 2,829         |
| INFORMATION BOOTH | 8,189         |
| CENTER CONTACTS   | <u>11,543</u> |

# C O N T A C T S

## AUGUST, 1979

|               |     |        |
|---------------|-----|--------|
| Arts          | 5   | 1.0 %  |
| Business      | 7   | 1.4 %  |
| City Planning | 7   | 1.4 %  |
| Consumer      | 3   | 0.6 %  |
| D.P.W.        | 24  | 4.9 %  |
| Employment    | 17  | 3.5 %  |
| Government    | 61  | 12.5 % |
| Health        | 26  | 5.3 %  |
| Housing       | 34  | 7.0 %  |
| Mayor         | 14  | 2.8 %  |
| Police        | 111 | 22.8 % |
| Rec & Park    | 12  | 2.4 %  |
| San Francisco | 25  | 5.1 %  |
| Schools       | 4   | 0.8 %  |
| Seniors       | 7   | 1.4 %  |
| Soc. Services | 13  | 2.6 %  |
| Traffic       | 18  | 3.7 %  |
| Unclassified  | 97  | 20.0 % |

|                   |              |
|-------------------|--------------|
| TOTAL             | 485          |
| TENANT/LANDLORD   | 708          |
| INFORMATION BOOTH | 6,549        |
| CENTER CONTACTS   | <u>7,742</u> |

## SEPTEMBER, 1979

|               |    |        |
|---------------|----|--------|
| Arts          | 1  | 0.2 %  |
| Business      | 8  | 2.0 %  |
| City Planning | 6  | 1.5 %  |
| Consumer      | 1  | 0.2 %  |
| D.P.W.        | 25 | 6.4 %  |
| Employment    | 13 | 3.3 %  |
| Government    | 29 | 7.4 %  |
| Health        | 26 | 6.6 %  |
| Housing       | 29 | 7.4 %  |
| Mayor         | 21 | 5.3 %  |
| Muni          | 14 | 3.5 %  |
| Police        | 73 | 18.7 % |
| Rec & Park    | 8  | 2.0 %  |
| San Francisco | 25 | 6.4 %  |
| Schools       | 78 | 20.0 % |
| Seniors       | 5  | 1.2 %  |
| Soc. Services | 9  | 2.3 %  |
| Traffic       | 18 | 4.6 %  |
| Unclassified  | 0  | 0 %    |

|                   |              |
|-------------------|--------------|
| TOTAL             | 389          |
| TENANT/LANDLORD   | 149          |
| INFORMATION BOOTH | 6,045        |
| CENTER CONTACTS   | <u>6,583</u> |

# C O N T A C T S

## OCTOBER, 1979

|               |     |        |
|---------------|-----|--------|
| Arts          | 7   | 0.8 %  |
| Business      | 8   | 0.9 %  |
| City Planning | 8   | 0.9 %  |
| Consumer      | 8   | 0.9 %  |
| D.P.W.        | 62  | 7.7 %  |
| Employment    | 16  | 1.9 %  |
| Government    | 66  | 8.1 %  |
| Health        | 36  | 4.4 %  |
| Housing       | 52  | 6.4 %  |
| Mayor         | 20  | 2.4 %  |
| Muni          | 78  | 9.6 %  |
| Police        | 102 | 12.6 % |
| Rec & Park    | 19  | 2.3 %  |
| San Francisco | 24  | 2.9 %  |
| Schools       | 218 | 27.0 % |
| Seniors       | 6   | 0.7 %  |
| Soc. Services | 15  | 1.8 %  |
| Traffic       | 18  | 2.2 %  |
| Unclassified  | 42  | 5.2 %  |

|                   |              |
|-------------------|--------------|
| TOTAL             | 805          |
| TENANT/LANDLORD   | 187          |
| INFORMATION BOOTH | 6,130        |
| CENTER CONTACTS   | <u>7,122</u> |

## NOVEMBER, 1979

|               |    |        |
|---------------|----|--------|
| Arts          | 1  | 0.1 %  |
| Business      | 12 | 2.3 %  |
| City Planning | 5  | 0.9 %  |
| Consumer      | 6  | 1.1 %  |
| D.P.W.        | 36 | 6.9 %  |
| Employment    | 6  | 1.1 %  |
| Government    | 81 | 15.6 % |
| Health        | 28 | 5.4 %  |
| Housing       | 51 | 9.8 %  |
| Mayor         | 20 | 3.8 %  |
| Muni          | 46 | 8.8 %  |
| Police        | 71 | 13.7 % |
| Rec & Park    | 15 | 2.8 %  |
| San Francisco | 19 | 3.6 %  |
| Schools       | 8  | 1.5 %  |
| Seniors       | 3  | 0.5 %  |
| Soc. Services | 20 | 3.8 %  |
| Traffic       | 33 | 6.3 %  |
| Unclassified  | 50 | 9.6 %  |

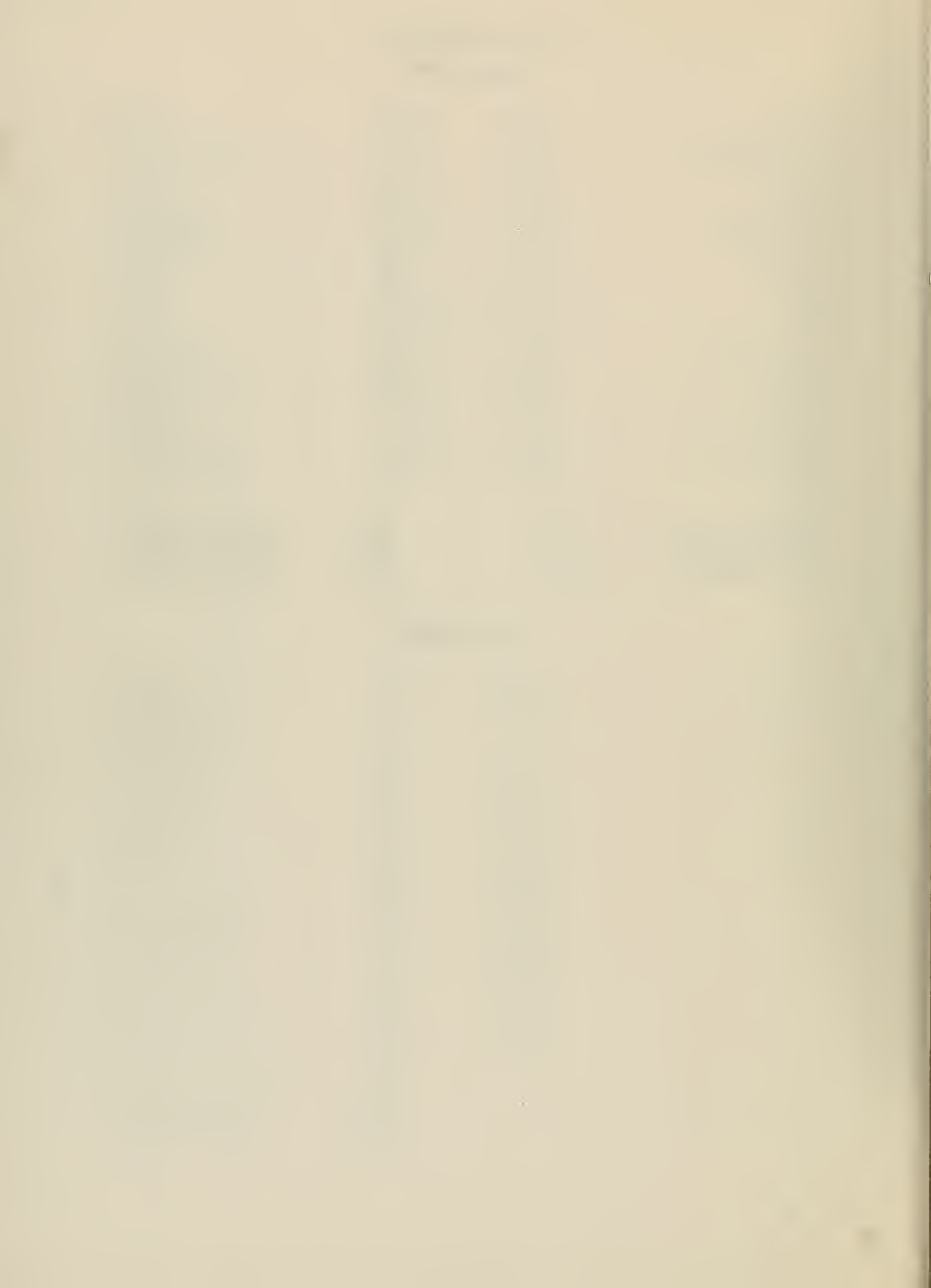
|                 |              |
|-----------------|--------------|
| TOTAL           | 518          |
| TENANT/LANDLORD | 133          |
| INFORMATION     | 6,351        |
| CENTER CONTACTS | <u>7,002</u> |

# C O N T A C T S

DECEMBER, 1979

|               |    |        |
|---------------|----|--------|
| Arts          | 3  | 0.8 %  |
| Business      | 4  | 1.0 %  |
| City Planning | 8  | 2.1 %  |
| Consumer      | 3  | 0.8 %  |
| D.P.W.        | 45 | 12.0 % |
| Employment    | 9  | 2.4 %  |
| Government    | 37 | 10.0 % |
| Health        | 15 | 4.0 %  |
| Housing       | 29 | 7.7 %  |
| Mayor         | 23 | 6.1 %  |
| Muni          | 27 | 7.2 %  |
| Police        | 59 | 15.7 % |
| Rec & Park    | 6  | 1.6 %  |
| San Francisco | 31 | 0.8 %  |
| Schools       | 4  | 1.0 %  |
| Seniors       | 1  | 0.2 %  |
| Soc. Services | 20 | 5.3 %  |
| Traffic       | 17 | 4.5 %  |
| Unclassified  | 33 | 8.8 %  |

|                   |              |
|-------------------|--------------|
| TOTAL             | 374          |
| TENANT/LANDLORD   | 69           |
| INFORMATION BOOTH | 6,591        |
| CENTER CONTACTS   | <u>7,034</u> |





## MESSAGE FROM MAYOR FEINSTEIN

As Mayor of San Francisco, I am pleased to draw your attention to the active efforts that have been underway since July of this year to help resolve problems between renters and landlords.

I do not believe that rigid and restrictive rent control will solve our housing problems; but I do believe that with the continuing support of the public our newly appointed and operating Rent Stabilization and Arbitration Board is demonstrating a new and viable model for the nation. San Francisco's Rent Stabilization and Arbitration Board is stopping rent gouging, and it is encouraging impartial settlements of rental disputes.

In only 3 months of active service the Rent Board has received more than 600 applications for formal hearings. Nearly 50% of these applications have been scheduled to appear before the Board's 60 Hearing Officers, while some 14%, or 1 out of every 7, have reached a settlement outside the hearing process.

Rental arbitration assures guidelines that tenants and property owners alike can live with. It prevents profiteering. But does not discourage the construction of rental units the City so desperately needs.

With its pool of Hearing Officers, who speak a wide range of languages, the Rent Board can hear between 20 and 40 cases a day; and both sides have ample time to present their cases.

I believe that the Board's collective impact has been very impressive in the relatively short time in which it has been functioning. It is holding rents down, and San Francisco's Rental Stabilization and Arbitration Board is encouraging tenants and landlords to reach reasonable rent settlements between themselves. It deserves everyone's support.

## GUIDELINES FOR ALLOWABLE RENT INCREASE PERCENTAGES

If you moved into a dwelling AFTER April 15, 1978 OR had a rent increase AFTER that date ..... 7%

If you moved into a dwelling AFTER April 15, 1977 OR had a rent increase between that date and April 14, 1978 ..... 13%

If you moved into a dwelling BEFORE April 15, 1977 AND had your last *previous* rent increase BEFORE that date ..... 19%

## EXCEPTIONS

Ordinance 276-79 does not apply to the following situations:

A dwelling of four (4) units or less where the owner occupies one of the units.

Persons who live in a hotel for less than sixty (60) days.

Additional persons moving into a dwelling unit.

Housing Authority or other types of Government property.

Rent charged to you which is more than that charged to a previous tenant.

**YOU HAVE A RIGHT TO CHALLENGE  
ANY INCREASE ABOVE THE GUIDELINES**

## NUMBERS YOU CAN CALL FOR OTHER HOUSING PROBLEMS

**Security Deposits**  
Small Claims Court ..... 558-3212

**Electrical**  
Public Works ..... 861-7363

**Heating**  
Public Works ..... 861-6402

**Lockout**  
S.F. Police Department ..... 553-0123

**Owner's Address**  
Assessor's Office ..... 558-3931

**Plumbing**  
Public Works ..... 558-6402

**Sanitation**  
Health Department ..... 558-4731

**REMEMBER: YOU CAN NOT BE  
EVICTED FOR EXERCISING YOUR  
LEGAL RIGHTS.**

## FEATURES OF ORDINANCE 276-79

- Limits Your Rent Increases To 7% Per Year
- Restricts Unfavorable Changes Of Your Usual Benefits Such As Parking, Laundry, Or Storage
- Requires Landlords To Justify Evictions Of Tenants
- Establishes A Neutral Panel To Hear And Resolve Your Rent Disputes

# The *RIGHTS* of *RENTERS* in SAN FRANCISCO

*IF YOU HAVE FURTHER QUESTIONS  
OR WANT TO CHALLENGE A RENT  
INCREASE, WHICH YOU CONSIDER  
UNJUST, CONTACT:*

**Residential Rent Stabilization and  
Arbitration Board**  
170 Fell Street, Room 37  
San Francisco, California 94102  
Telephone: 621-RENT

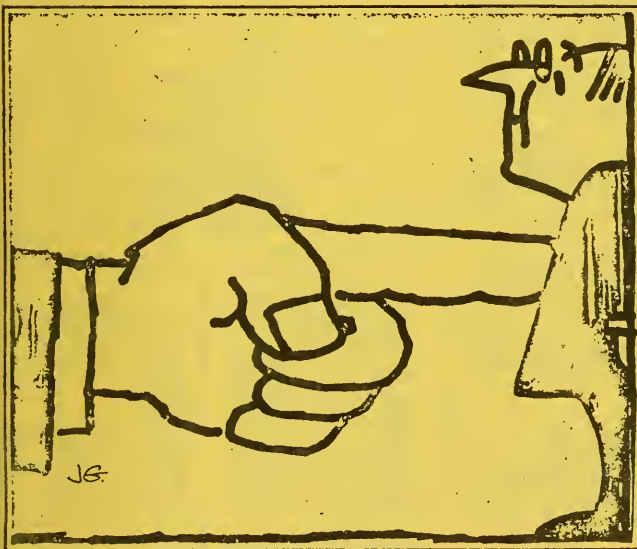
**RESIDENTIAL RENT STABILIZATION  
AND  
ARBITRATION BOARD**  
170 FELL ST, ROOM 37  
SAN FRANCISCO, CA 94102  
(621-RENT)

**DIANNE FEINSTEIN  
MAYOR**

## City Hall From A To Z

(Part One)

By Gil Brigham and Stephanie Mischak



■ Unless City Hall is your "territory" as an attorney, real estate agent, news reporter or politician, the services available to you as a San Francisco resident may seem more like a mystifying maze of bureaucratic red tape than "services" at all. The late Mayor George Moscone often spoke about this. One of his goals was to make the intricacies of city government so familiar that people would know exactly where to go to seek a service — or register a complaint.

Several years ago, *California Living* published a guide designed to lead the befuddled through the maze, to take advantage of services and get satisfaction if the system doesn't seem to be working properly. This is an all-new version of that guide — revised and expanded to reflect a bigger and even more complex bureaucracy.

The guide is organized alphabetically, according to the particular problem you might have. Is there a biting dog in your neighborhood (see *Animals*) or a company that's ripped you off (see *Consumer Fraud*), a question about jury duty or building inspection or immigration? It's all here. And if the problem isn't getting solved, we've also listed the person in charge of each agency.

It is, of course, impossible to list every city agency or guarantee that every problem will have a satisfactory solution. If you still can't find what you need on these pages, call the Mayor's Citizen Assistance Center at 558-2666. A staff member will set to work investigating your problem or complaint.

## Animals



### Dog Licenses

Tax Collector's Office, Room 107 City Hall, 558-3761. Thad Brown, Tax Collector.

The city requires that every dog over three months old be licensed each year. You may also apply for a license at the SPCA offices on 16th Street. The annual license fee is \$8. If you don't get satisfaction, ask for Mr. Brown.

### Vicious or Barking

San Francisco Police Department, 850 Bryant St., 553-1278. Officer Mark Hurley, Commissioner of Animal Control.

If an animal bites a person, that attack must be reported to the police, so that an investigation

can be made and a citation issued. If the animal is proven to be dangerous, a court hearing will be held, and it is possible that the animal will be put to sleep. If you don't get satisfaction, ask for Officer Hurley.

### Animal Welfare

Society for the Prevention of Cruelty to Animals (SPCA), 2500 16th St., 621-1700. Richard Avanzino, Director.

The city contracts with the SPCA

to impound strays, place animals for adoption, perform sterilizations, and vaccinate pets. If you don't get satisfaction, ask for Mr. Avanzino.

## Appeals



### Assessment Appeals

Assessment Appeals Office, Room 2B City Hall, 558-3447. Kay Gulbengay, Coordinator.

The time to protest property taxes is after the assessment has been mailed to you, not when the tax bill arrives. For this reason, the Assessment Appeals Board functions each year from May until all hearings have been completed, usually March of the following year. Appeals are scheduled from July 1 to September 15, with hearings scheduled after that

date. If you don't get satisfaction, ask for Ms. Gulbengay.

### Permit Appeals

Board of Permit Appeals, Room 154-A, City Hall, 558-4421. Phil Siggins, Director.

If you oppose the granting of a particular permit, or if you have had a permit application denied, you have ten days in which to file an appeal with the Board of Permit Appeals. The fee is \$10. If you don't get satisfaction, ask for Mr. Siggins.

*continued*

## Buildings



**Building Inspection**  
Apartment House and Hotel Division, Department of Public Works, 450 McAllister St., 558-4505. Ernest Orr, Chief Inspector.

If you live in an apartment house or hotel and feel that the construction of the building does not meet city building codes, you may call this number to have an inspector come out to make a report. If you own an apartment house or hotel, it must meet these codes in order to be operated as a business. If you don't get satisfaction, ask for Mr. Orr.

### Building Inspection Electrical

Electrical Inspection Division, Department of Public Works, 450 McAllister St., 558-4701. Rudy Demy, Chief Inspector.

If you want to have any electrical work done on your property, it must be inspected and determined to be up to code. If you are a tenant and the electricity in your apartment does not meet the code requirements, you can call this number to have an inspector report on the condition of the building. If you don't get satisfaction, ask for Mr. Demy.

### Building Inspection Fire

Fire Inspection Division, 260 Golden Gate Ave., 861-8000. Chief William Graham, Fire Marshal.

Under a new ordinance, most apartment houses and hotels will be

required to install smoke and heat detectors by July 1, 1979. If you feel that your apartment house does not meet existing codes, you can call the Fire Department to have an inspector come out. If you don't get satisfaction, ask for Chief Graham.

### Pests

Environmental Health Services, Department of Health, 101 Grove St., 558-4731. Jack Coyne, Director of Environmental Health.

If there are unhealthy conditions in your living space, or if you want to have the sanitary conditions of a restaurant inspected, call this department.

### Building Inspection Plumbing

Plumbing Inspection Division, Department of Public Works, 450 McAllister St., 558-4885. Kenneth R. Lewis, Chief Inspector.

If you plan to do any plumbing work on your property, you must demonstrate the capability of doing the work, and have the work inspected. The inspectors will also report on current conditions in rental property, if you are concerned that your plumbing does not meet codes. If you don't get satisfaction, ask for Mr. Lewis.

### Building Permits

Central Permits Bureau, Department of Public Works, 450 McAllister St., 558-3294. Norman S. Machol, Supervisor.

In order to apply for a permit for remodeling or addition to an existing structure, you need only supply the address of the building, the type of construction desired, and the type of structure already existing on the site. The fee schedule for permits ranges from \$12 to the millions of dollars, depending on the nature of the construction. If you don't get satisfaction, ask for Mr. Machol.

### Zoning

City Planning Department, 100 Larkin St., 558-3056. Rai Okamoto, Director of City Planning.

The city has recently revised its entire zoning ordinance, and will be in the process of amending it for quite some time. The code defines the types and sizes of buildings to be constructed in the city, so if you are planning to build or add on, City Planning is the first stop you need to make before applying for permits. If you don't get satisfaction, ask for Mr. Okamoto.

## Businesses



### Fictitious Name

County Clerk's Office, Room 317 City Hall, 558-2821. Carl M. Olsen, County Clerk.

If your business is to function under a "fictitious" name, sometimes referred to as "Doing Business As (DBA)," you must register that name with the County Clerk. Records must be searched to make sure that no other business is using the same name, and you must publish the name in a widely circulated newspaper for a period of four weeks. If you don't get satisfaction, ask for Mr. Olsen.

### Business Licences and Permits

Tax Collector's Office, Room 107 City Hall, 558-3761. Thad Brown, Tax Collector.

If you want to operate a business in San Francisco, there are several different kinds of permits and licenses, as well as inspections, which may be necessary, depending on the type and location of the business. The Tax Collector's Office publishes a small booklet which may assist you in discovering the necessary procedures to follow in order to open

a business. If you don't get satisfaction, ask for Mr. Brown.

### Street Artists

San Francisco Art Commission, 165 Grove St., 558-3465. Martin Snipper, Director.

If you are an artist or craftsman, and wish to sell on the streets of San Francisco, you must be licensed through the Art Commission. The Commission also produces the annual Arts Festival, and supports the Neighborhood Arts Program (431-8650). If you don't get satisfaction, ask for Mr. Snipper.

## Children



### Abandonment

Youth Guidance Center, 375 Woodside Ave., Room 318; 731-5740, ext. 391. Sam McIsaac, Probation Officer.

The Youth Guidance Center handles the legal aspects of child abandonment, assesses the needs of the child, provides temporary shelter, and referral for family counseling. If you don't get satisfaction, ask for Mr. McIsaac.

### Child Abuse

Maternal and Child Health Service, 101 Grove St., Room 310, 558-3684. Dr. Lorraine Smockler, Acting Director.

The Health Department refers reports of child abuse to the appropriate agency, delivers vaccines for child immunization to the district health centers, accepts coroner's reports of Sudden Infant Death Syndrome; refers mothers and children to the Supplemental Food Program of the EOC, and delivers family planning supplies to the district health centers. If you don't get satisfaction, ask for Dr. Smockler.

ask for Dr. Smockler.

### Child Care

San Francisco Unified School District, 135 Van Ness Ave., Room 34, 565-9565. Christine Simmons, Director of Children's Centers.

The public schools provide day care for a good number of the city's children, at costs based upon the family's ability to pay. If you don't get satisfaction, ask for Ms. Simmons.

### Information and Referral

101 Grove Street; 558-5818; HELP line also 558-5818; Monday-Friday 8 a.m.-8 p.m. Catherine Armstrong, Ph.D., Director.

Funded mainly by the Mayor's Office of Employment and Training, this organization has undertaken to assemble all available information regarding child health, to set up a help line for parents, to provide educational outreach, to advocate for children, and to provide feedback to the

Health Department on their programs for children. If you don't get satisfaction, ask for Dr. Armstrong.

### Neglect

Child Protective Services, 170 Otis St., 558-5256; emergency number 665-0757, 8 a.m.-5 p.m. Sun-Sat.; David Hanlon, Senior Supervisor.

This agency assesses the needs of neglected children and makes referrals to the appropriate resource. Its primary aim is keeping the family together and avoiding removing children from the home if at all possible. If you don't get satisfaction, ask for Mr. Hanlon.

### Support

Family Support Bureau, 814 Mission St., 5th floor, 543-9850. Nancy Keane, director of Family Support.

This unit of the District Attorney's Office supervises collection of child support payments authorized through the courts. If you don't get satisfaction, ask for Ms. Keane.

## Complaints



### Discrimination

Human Rights Commission, 1095 Market St., Room 501, 558-4901. Grant S. Mickins III, Director.

This is the city's agency for dealing with complaints of discrimination in housing and employment. They will investigate cases and refer them to the proper authority for prosecution or mediation. If you don't get satisfaction, ask for Mr. Mickins.

### Complaints

Mayor's Citizen Assistance Center, Room 160, City Hall, 558-2666. Gilbert E. Brigham, Director.

This unit of the Mayor's Office receives and responds to citizen complaints about city services or other community problems. The Citizen Assistance Center is open from 8 a.m. to 5 p.m. Monday through Friday to serve you. If you don't get satisfaction, ask for Mr. Brigham.

### Police

San Francisco Police Department Internal Affairs Bureau, 850 Bryant St., Room 565, 553-1407. Captain John A. Mahoney, Commanding Officer.

If you want to file a complaint against a police officer, you may contact any district station, or call the Hall of Justice directly, and your complaint will be thoroughly investigated. All the parties involved are interviewed, and a report written for the Chief of Police and the Police Commission, who will take appropriate action. If you don't get satisfaction, ask for Capt. Mahoney.

### Sewer Service Charge

Wastewater Management Program, 425 Mason St., 558-5084. Richard Sklar, Director.

Depending on the manner in which you use water, you may be paying too much for the sewer service charge on your water bill. A formula devised by members of the Wastewater Management team can determine whether you are entitled to an adjustment on your bill. You should have your old water bills at hand to support your claim. If you don't get satisfaction, ask for Mr. Sklar.

### Voting

Registrar of Voters, Room 158 City Hall, 558-3417. Thomas P. Kearney.

Complaints about the polls are investigated thoroughly, and a determination made as to whether to require a particular individual to work on the elections. In addition, the old voting machines

are still available to organizations conducting their own elections at a cost of \$20 per day, plus drayage costs. If you don't get satisfaction, ask for Mr. Kearney.

### Women

Commission on the Status of Women, 544 Golden Gate Ave., 558-3653. Catherine Smallwood, Acting Director.

The Commission monitors affirmative action programs, assesses the needs of women in San Francisco, refers to resources in the city, and advocates for women's issues in city government. If you don't get satisfaction, ask for Ms. Smallwood.

## Courts



### Bail

San Francisco Bail Project, 850 Bryant St., 552-2202 or 552-1495. Kenneth Babb, Director.

Also known as the "Own Recognizance" program, this project helps people who have been arrested to gather data which may enable them to be released without posting cash bail. If you don't get satisfaction, ask for Mr. Babb.

### Jury Duty

Jury Commissioner, Room 165, City Hall, 558-5617. Frederick J. Whisman, Executive Officer of the Court.

Jurors are selected from the rolls of registered voters and from Department of Motor Vehicles lists. If you are called, you must serve fifteen days; if selected for a jury, you are compensated at \$6 per day. If you would suffer a financial hardship in serving, you may file an affidavit which is reviewed by the presiding judge of the court. If you don't get

satisfaction, ask for Mr. Whisman.

### Municipal Court

Clerk of the Court, Room 300 City Hall, 558-4041. Dwight Clark, Executive Assistant to the Presiding Judge.

There are nineteen Municipal Court judges elected for six-year terms. They hold sessions both in City Hall (civil cases) and the Hall of Justice (criminal cases). Municipal Court judges try civil cases involving less than \$5000, and violations of local ordinances, such as traffic laws. If you don't get satisfaction, ask for Mr. Clark.

### Small Claims

Administrative Office, Room 164 City Hall, 558-3212. Glenn Klipner, Supervising Deputy of the Court.

Small Claims Court handles all civil claims in which the damages sought is less than \$750. No attorneys are present in court; however, under a new plan, small claims advisers are available in City Hall to assist claimants and defendants. It costs only \$2 to file a claim in the court, and the office is open on Monday evenings until 7 p.m. A booklet prepared by the State Department of Consumer Affairs explains the process to the prospective plaintiff, or defendant. If you don't get satisfaction, ask for Mr. Klipner.

### Superior Court

Clerk of the Court, Room 480 City Hall, 558-4311. Frederick J. Whisman, Executive Officer.

There are twenty-six Superior Court judges who are elected for six-year terms. They hold civil cases at City Hall and criminal cases at the Hall of Justice. They try felony criminal cases, and the majority of civil cases involving more than \$5000, dissolutions of marriage, probates, adoptions, abandonments, and guardianship of minors. If you don't get satisfaction, ask for Mr. Whisman.

## Crime



### Apprehension

Hot Tips — Citizen Hotline, 850 Bryant St., 553-1396. Capt. Jeremiah Taylor, Deputy Chief of Operations.

If you want to offer information to the police anonymously, call this number. The police will not record your call, trace it or press you for information about yourself. They will simply take down your information and have the appropriate department investigate. If you don't get satisfaction, ask for Capt. Taylor.

### Consumer Fraud

Consumer Fraud and White Collar Crime Unit, District Attorney's Office, 850 Bryant St., Room 320, 553-1814. Judith Ford, Assistant District Attorney In Charge of the Unit.

The District Attorney's Office has made consumer fraud and white-collar crime a top-priority item for prosecution. If you feel that a company has ripped you off, the District Attorney's Office will make every attempt to assist you. If you don't get satisfaction, ask for Miss Ford.

### Prevention

Safety Awareness for Everyone (SAFE), 850 Bryant St., 474-7318. Henry Izmizaki, Citizen Coordinator.

The goal of the SAFE program is to organize neighbors to prevent or deter crime on a block-by-block basis. The program will provide speakers, information, and assistance in setting up block organizations. It also gathers vital feedback from community residents on police procedure and crime de-

continued

Traffic Tickets - 553-1662

## Guides continued

terrence. If you don't get satisfaction, ask for Mr. Izumizaki.

### Adult Probation

Adult Probation Department, 880 Bryant St., 553-1687. Walter D. Morse, Chief Adult Probation Officer.

Probation is the continuing supervision by the court of an individual convicted of a crime, but not remanded to custody, for a specific period of time. You must report once each month to a probation officer, report any change of address, and may have to pay a fine or restitution to the officer. Violations of the rules of probation may mean spending time in jail. In certain felony matters, probation may also include the right of the police to make a warrantless search of your home. If you don't get satisfaction, ask for Mr. Morse.

### Juvenile Probation

Juvenile Probation Department, 375 Woodside Ave., 731-5740. Joseph J. Botka, Chief Probation Officer.

Juvenile probation also includes supervisory functions. But its main aim is a closer involvement of the probation officer with the youngster's school and family. Subject to an attorney's questioning, and the decision of the judge, a youngster may be placed outside the home as a condition of probation. If you don't get satisfaction, ask for Mr. Botka.

### Victims

Victim/Witness Assistance Program, 560 7th St., 553-1153. Nancy Walker, Director.

This program helps victims of crimes fill out necessary forms so they can receive compensation through the State Board of Control. It offers referrals to city resources, does crisis intervention in the

case of sexual assault, offers transportation and day care for witnesses, notifies victims and witness of the progress of a case, and has formed a Bay Area Coordinating Council of similar programs. In addition, the program does outreach work to the general public. If you don't get satisfaction, ask for Ms. Walker.

## Education



### Primary and Secondary

San Francisco Unified School District, 135 Van Ness Ave., 565-9000. Community Relations, 565-9338. Robert M. Alioto, Superintendent of Schools.

The school district is responsible for the education of children from kindergarten through the twelfth grade, as well as for the operation of the children's centers. If you don't get satisfaction, ask for Mr. Alioto.

### Post-secondary

San Francisco Community College District, 31 Gough St., 239-3070. City College of San Francisco, 50 Phelan Ave., 239-3000 (days), 239-3581 (evenings). Nancy Swadesh, Director of Adult Education.

The community college district provides a wide array of courses for both credit and adult education. Also provided are courses in English language and vocational training. If you don't get satisfaction, ask for Ms. Swadesh.

## Environment



### Gas Leaks

245 Market St., 981-3232. Ken Robin, Supervisor, Customer Service Department, PG&E

If you smell gas, either indoors or out, have it checked out immediately. If you believe the leak poses an immediate danger, get out of the building and call the Fire Department at 861-8000. If you don't get satisfaction, ask for Mr. Robin.

### Litter

San Franciscans for a Cleaner City, 149 California St., 391-1006. John Rumbanis, Director.

This organization has responsibility for coordination of the cleanup of litter produced by both humans and animals, and has provided new trashcans on major corners of the city, created cleanup campaigns in the schools, and trained the new Environmental Control Officers. If you don't get satisfaction, ask for Mr. Rumbanis.

### Smog and Odor Control

Regional Air Quality Control Board, 939 Ellis St., 771-6000, ext. 262 or 263. Preston Thomson, Communications Officer

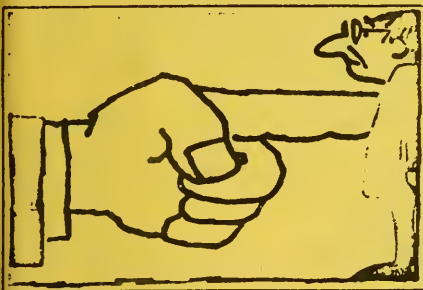
If you are experiencing an unpleasant odor in your neighborhood, or if you observe uncontrolled or illegal burning of trash, this is the place to call. They have a complaint department especially set up to investigate such problems. If you don't get satisfaction, ask for Mr. Thomson. □

Continued next week.

## City Hall From A To Z

(Part Two)

By Gil Brigham and Stephanie Mischak



■ City living means problems. It doesn't mean you have to throw up your hands in frustration when the sidewalk is broken, the Social Security check is late, or you can't find a place to park. There are agencies of city government specifically charged with making life more bearable. But you have to know where to look.

Last week we presented Part One of an alphabetical guide to city services. Now, here is the conclusion of that directory — from Health and Housing through Streets and Welfare. In each case, we've listed the person in charge; ask for him or her if you're not getting the answers you deserve.

### Health



#### Ambulance

2829 California St., 931-3900. Dr. Mervyn F. Silverman, Director of Public Health.

The city provides emergency and trauma ambulance service at no charge, taking people to San Francisco General Hospital or to Mission Emer-

gency Hospital only. If you don't get satisfaction, ask for Dr. Silverman.

**Environmental Health**  
Environmental Health Services, Department of Health, 101 Grove St., 558-4846. Jack Coyne, Director.

Environmental Health Services helps people maintain a habitable environment, including rodent and pest control. If you want to have your house or apartment inspected, or there's a restaurant which you suspect to be in violation of the codes, call these folks. If you don't get satisfaction, ask for Mr. Coyne.

#### General Health

San Francisco Department of Health, 101 Grove St., 558-2896. Dr. Mervyn F. Silverman, Director of Public Health.

The city operates a wide variety of health services, including five at district health centers, which are listed below. For some services, such as family planning counseling, you should have an appointment, but for others, such as chest X-rays or tuberculin tests, you may just walk in. If you don't get satisfaction, ask for Dr. Silverman.

District 1 — 3850 17th St., 558-3905.  
District 2 — 1301 Pierce St., 558-3256.  
District 3 — 1525 Silver Ave., 468-3664

District 4 — 1490 Mason St., 558-3158  
District 5 — 1351 24th Ave., 558-3246

#### Mental Health

San Francisco Community Mental Health Services, 555 Polk St., 24-hour referral service: 565-5100. Dr. William Goldman, Assistant Director of Public Health for Mental Health Services.

Under the Doyle-Short Act, and the Lanterman-Petris-Short Act, the city conducts a variety of mental health programs,

with the emphasis on community care. There are facilities in each of the five health districts, as well as a 24-hour referral line. If you don't get satisfaction, ask for Dr. Goldman.

District 1 — 1665 Mission St., 558-2564.  
District 2 — 1153 Oak St., 431-9000.  
District 3 — 4190 Mission St., 558-3036.  
District 4 — 121 Leavenworth St., 441-2221.  
District 5 — 2145 19th Ave., 665-4525.

### Housing



#### Information

Landlord/tenant information, Mayor's Citizen Assistance Center, Room 160 City Hall, 558-2666. Gilbert E. Brigham, director.

This unit of the mayor's office provides information to both tenants and landlords as to their rights and obligations under the law. If you don't get satisfaction, ask for Mr. Brigham.

#### Public Housing

San Francisco Housing Authority, 440 Turk St., 673-5800. Carl Williams, Director.

Depending on your income and family size, you may be eligible to live in public housing. If you already live in public housing, this is the office to contact with complaints. If you don't get satisfaction, ask for Mr. Williams.

continued

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## **Guides** *continued*

### **Relocation**

Central Relocation, San Francisco Redevelopment Agency, 939 Ellis St., 771-8800. Earl P. Mills, Director of Central Relocation.

Relocation assistance, in the form of cash payments to cover the costs of moving and replacement housing, may be available for you under certain circumstances, such as: residence in a Redevelopment Agency Project; displacement because of the Rehabilitation Assistance Program (RAP); residence in a building condemned by the Department of Public Works or the Health Department; residence in a building destroyed by fire; or resi-

dence in a building approved for condominium conversion. If you don't get satisfaction, ask for Mr. Mills.

### **Rehabilitation**

Rehabilitation Assistance Program (RAP), 450 McAllister St., 558-2577. Robert Dunne, Administrator of Property Conservation and RAP.

Five sites in the city have been targeted as areas in need of special rehabilitation, and federal Community Development Funds are being made available in the form of low-interest loans to property owners who agree to remodel their homes or apartment buildings. If you don't get satisfaction, ask for Mr. Dunne.

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## **Information**

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### **General Information**

**City:** 558-6161  
**State:** 557-2763  
**Federal:** 556-6600

### **Library, General**

Main Library, Civic Center, Larkin and McAllister Streets, 558-3191. John Frantz, City Librarian, 558-4235.

San Francisco has many branch libraries throughout the city, which offer not only books, magazines, newspapers and records, but events, such as poetry readings, musical evenings, and children's storytelling hours. The Main Library also has an entire

section devoted to San Francisco history, as well as a new videotape rental section at 3150 Sacramento Street. If you don't get satisfaction, ask for Mr. Frantz.

### **Library, Law**

Law Library, Room 436 City Hall; 558-4869. Hal Rowe, Librarian.

The Law Library provides a good resource for legal information, but is a reference library only. There is also a copying machine located in Room 436. If you don't get satisfaction, ask for Mr. Rowe.

### **Property Ownership**

Tax Assessor's Office, Room 101 City Hall, 558-

3931. Sam Duca, Assessor.

To discover the ownership of a particular piece of property in the City, you can consult the *Real Estate Guide*, or use the simple microfilm machine on the front counter in the Assessor's Office. Records are kept by address, as well as by block and lot number. If you don't get satisfaction, ask for Mr. Duca.

Jobs



**Civil Service**  
Civil Service Department, Room 151 City Hall, 558-4495 for applications and recruitment. Mignon Collins, Assistant Division Manager.

The city employs approximately 28,000 persons in a very wide variety of positions, placed according to the results of regularly scheduled examinations. If you don't get satisfaction, ask for Ms. Collins.

**Public Service**  
Employment and Training (Manpower), 1453 Mission St.; CETA, 558-5636; Mayor's Office of Employment and Training, 558-2922. Eunice Elton, Director.

This agency provides public service jobs and training for persons who qualify under the Comprehensive Employment and Training Act. If you don't get satisfaction, ask for Miss Elton.

**State Employment Service**  
Employment Development Department, 1449 Mission St., 557-3038. Gerald Higuera, Office Manager.

Any contractor doing business with the federal government must list all job openings with the Em-

ployment Development Department, so a wide variety of listings can be found in this office. If you don't get satisfaction, ask for Mr. Higuera.

Licenses



**Marriage**  
Marriage License Bureau, Recorder's Office, Room 167 City Hall, 558-3115. Thomas P. Kearney, Recorder/Registrar of Voters.

The fee for a marriage license is \$6. Those over

21 need have only a blood test; those 18 to 21 should have proof of birth as well; those under 18 must have the written consent of their parents and the judge of the juvenile court in addition to the blood test and proof of birth. If you don't get satisfaction, ask for Mr. Kearney.

Other

Tax Collector's Office, Room 107 City Hall, 558-3761. Thad Brown, Tax Collector.

Most other licenses issued by the city are obtained through the Tax Collector's Office. Apartment house owners, for instance, are licensed as a business and billed according to the number of rooms in the building. If you don't get satisfaction, ask for Mr. Brown.

Miscellaneous



**Claims Against The City**  
Controller's Office, Room 109 City Hall, 558-4294. John C. Farrell, Controller.

Claims made by citizens against the city and County of San Francisco begin with a form obtained in the Controller's Office. They then go through a rather lengthy process which involves not only the Board of Supervisors, the City Attorney, and the Mayor's Office, but also may involve the Police Commission, the Fire Commission or some other governmental agency. If you don't get satisfaction, ask for Mr. Farrell.

**Fast Pass/Senior Pass**  
Municipal Railway, 949 Presidio Ave., 558-3357. Curtis Green, General Manager.

If you're between the ages of 15 and 64, you may purchase a Fast Pass, good for one month, for

\$11. Over 65 may purchase a Senior Pass for \$2.50. Both are good on all lines at all times. Suggestion: record the number of your pass and where you purchased it for reference if it is lost, and be sure to sign the reverse of the card. If you don't get satisfaction, ask for Mr. Green.

**Recreation and Parks**  
McLaren Lodge (Stan-yan at Fell Sts.), 558-4773. John J. Spring, General Manager.

In addition to maintaining parks and playgrounds, the Recreation and Park Department also administers softball and baseball leagues, day camps (558-5031), summer camps (558-5031), and Camp Mather, the city-owned camp available to all residents on a first-come, first-served basis. If you don't get satisfaction, ask for Mr. Spring.

Parking



Preferential

Tax Collector's Office, Room 107 City Hall, 558-3761. Thad Brown, Tax Collector.

Residents of four special districts may obtain a one-year sticker for their vehicles for \$10, by showing proof of residency and vehicle registration. For guests, residents may obtain temporary permits for \$2 for two weeks. Bring in the registration of the guest vehicle, and state the time of the visit. To determine whether your residence is in one of these areas, call the Tax Collector. If you don't get satisfaction, ask for Mr. Brown.

Public

San Francisco Parking Authority, 450 McAllister St., 558-3651. Margaret L. Brady, Director.

If you have problems with a parking garage or lot owned and operated by the city, the Parking Authority should be able to assist you. If you don't get satisfaction, ask for Ms. Brady.

Personal Matters



**Birth and Death Certificates**  
San Francisco Health Department, Vital Statistics Bureau, 101 Grove St., 558-3251. Diane Hunter, Chief Statistician.

One copy of a birth or death certificate costs \$2. However, if the comput-

ers in Sacramento must be searched, there is an additional \$3 charge. If you don't get satisfaction, ask for Ms. Hunter.

Divorce/Dissolution

County Clerk's Office, Room 317 City Hall, 558-2821. Carl M. Olsen, County Clerk.

Forms for filing a divorce or dissolution can be obtained from the County Clerk's Office for a fee of \$46.50. This is the first step in the procedure, which is finalized in Superior Court. If you don't get satisfaction, ask for Mr. Olsen.

Immigration

Immigration and Naturalization Service, 630 Sansome St., 556-2070. David Ilchert, District Director, District 13.

Every non-citizen, including students and permanent residents, must report his or her current address to the post office nearest home during the month of January each year. If you don't get satisfaction, ask for Mr. Ilchert.

Name Change

County Clerk's Office, Room 317 City Hall, 558-2823. Carl Olsen, County Clerk.

The procedure for changing one's name begins with the filing of a petition, with a \$43 fee, at the County Clerk's Office, and includes posting the change in a general circulation newspaper, as well as changing all of one's legal documents and records. If you don't get satisfaction, ask for Mr. Olsen.

Seniors



Escort Service

Senior Escort Service, 330 Ellis St., with district offices:

NOISE: 553-1012

continued

## Guides *continued*

Tenderloin — 215 Jones St., 673-8600.  
Chinatown — 3 Old Chinatown Lane, 391-5686

Western Addition — 2174 Sutter St., 931-2350  
Hunters Point — 1682 Newcomb St., 285-2500.  
Mark Forrester, Project Director.

Seniors may obtain free escort service to appointments, the bank, shopping, doctor's visits, outings, etc. by calling their local office to make an appointment. Both male and female escorts provide security as well as crime prevention information and assistance in obtaining other kinds of help. If you don't get satisfaction, ask for Mr. Forrester.

### General

San Francisco Commission on the Aging, 1095 Market St., 558-2126.  
Glenn B. McKibben, Director.

If you are over 65, you can obtain a free Gold Discount Card which will entitle you to percentages off products and services at over 400 merchants in the city. For other kinds of help, you call the Senior Information Line 24 hours a day at 558-5512. If you don't get satisfaction, ask for Mr. McKibben.

### Social Security

Social Security Administration, 1355 Sutter St. (at Franklin) 956-3000.  
Thomas Tierney, Regional Commissioner for Region Nine

If you are approaching retirement age and would like to know how Social Security works, there is a free booklet entitled "Thinking About Retiring?" available through your local Social Security Office. Similar booklets cover every aspect of the retirement process. If you don't get satisfaction, ask for Mr. Tierney.

## Streets



### Abandoned Autos

San Francisco Police Department, 850 Bryant St., 553-0123. Charles Gain, Chief of Police.

Abandoned autos should be reported to the district station nearest to the location of the auto. This information can be obtained by calling the central number given above. If you don't get satisfaction, ask for Chief Gain.

### Blocked Sewers

2323 Army St., 558-3271.  
Dr. Albert Bagot, Superintendent of Water Pollution Control Department.

As a property owner, you are responsible for the maintenance and repair of the plumbing and sewer lines in your building and out to the street. However, if your sewer is clogged, and the blockage is in the main line or the side line under the street, it is the city's responsibility. If you don't get satisfaction, ask for Dr. Bagot.

### Broken Traffic Signals

45 Hyde St., Room 206, 558-4585. Jim Dollard, General Manager, Department of Electricity.

Burned-out, broken or vandalized traffic signals should be reported and replaced immediately. Repair crews are available 24 hours a day for this purpose. If you don't get satisfaction, ask for Mr. Dollard.

### Cleaning

2323 Army St., 558-4057.  
Bernard M. Crotty, Superintendent, Bureau of Street Cleaning

Sidewalks must be kept clean by the ground floor tenant, but the city is responsible for cleaning the streets, every two weeks at a minimum. The city is also responsible for emptying street trash cans. If

you don't get satisfaction, ask for Mr. Crotty.

### Lights

Hetch Hetchy Water and Power, 855 Harrison St., 558-4201 or 981-3232.  
Leroy Clark, Engineer in Charge

Proper lighting on streets is important to make the city safer and more attractive. If you have broken street lights, or if you feel that your street should have more lights, let the city know. If you don't get satisfaction, ask for Mr. Clark.

### Missing Street Signs

460 McAllister St., 558-3371. William Marconi, Senior Traffic Engineer

The painting of crosswalks, and the replacement of missing or damaged stop signs, and street name signs, is the responsibility of the Division of Traffic Engineering. If you don't get satisfaction, ask for Mr. Marconi.

### Pothole Patrol

Department of Public Works, 558-3916. Gordon Spears, Superintendent of the Bureau of Street Repair

Two men in a small truck will be patrolling the streets of San Francisco repairing small problems with streets on an experimental basis. Larger problems will be barricaded and referred to the main yard for repair. If you don't get satisfaction, ask for Mr. Spears.

### Reconstruction

45 Hyde St., Room 204; 558-2726. Gordon Spears, Superintendent of the Bureau of Street Repair.

If your street is so rough that it needs complete resurfacing, you should contact the city to have it placed on the list

Hotline 558-2142

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## *"The Water Department is responsible for fixing all leaks in water mains under the street."*

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of regularly scheduled resurfacings. If you don't get satisfaction, ask for Mr. Spears.

### **Sidewalk Repair**

Room 355 City Hall, 558-4391. Frank Murphy, Supervisor, Street Inspection Section.

The property owner is responsible for keeping sidewalks in front of his property in good repair. If repairs are not made, and the matter is called to their attention, the Street Inspection Section will issue a notice calling for the repair of hazardous conditions. If repairs are not then made, the city hires a contractor to do the job and the property owner is billed. If you don't get satisfaction, ask for Mr. Murphy.

### **Street and Sidewalk Construction**

Department of Public Works, Room 260 City Hall, 558-3671. Jeffrey Lee, Director of Public Works.

If your street isn't paved, the city is not responsible for its maintenance. If you and your neighbors wish to have pavement, curbs and sidewalks installed, the city will help you form an assessment district. If you don't get satisfaction, ask for Mr. Lee.

### **Traffic Congestion**

Board of Supervisors, Room 235 City Hall, 558-3184. Gilbert Boreman, Clerk of the Board.

Requests for changes in traffic patterns are referred to the Board of Supervisors committees on traffic and transportation. It is best to begin with a petition signed by a majority of the residents and merchants in the immediate area. If you don't get satisfaction, ask for Mr. Boreman.

### **Tree Planting**

2323 Army St., 558-3377.

Tom Lane, Supervisor, Street Planting and Landscaping Division Department of Public Works.

The city conducts a program of planting and maintaining trees on major streets, and the planting of trees by citizens on neighborhood streets. If you would like to have trees on your street, begin by contacting this office. If you don't get satisfaction, ask for Mr. Lane.

### **Water Leaks**

1990 Newcomb Street, emergency 24-hour number: 558-4101. John Kenck, Manager of City Distribution.

The Water Department is responsible for fixing all leaks in water mains under the street, and has a regular program for replacing service lines between the house meter and the main, where most street leaks occur. If you don't get satisfaction, ask for Mr. Kenck.

standard set by law, and one or more parents unable to support children due to unemployment, incapacity, death or continued absence. If you don't get satisfaction, ask for Ms. Young.

### **Food Stamps**

1360 Mission Street, 558-5548. John Hanna, Appeals Supervisor.

This program, operated through the U.S. Department of Agriculture, enables low-income families to supplement their food budget by purchasing food coupons to be used at markets. Eligibility is determined by income and resource standards, and the amount of the grant is made according to family size. If you don't get satisfaction, ask for Mr. Hanna.

### **General Assistance**

170 Otis St., 558-5587. Brian Quinn, Appeals Supervisor.

Needy persons who do not qualify for other public assistance programs may qualify for GA. They must be over 18, and must be willing to look for and accept work if able; savings may not be in excess of \$1, car value may not exceed \$150 unless needed for work or medical reasons; real property may not exceed \$5000 assessed valuation, less mortgage value. If you don't get satisfaction, ask for Mr. Quinn.

### **Medi-Cal**

150 Otis St., 558-2366. Russell Miller, Appeals Supervisor.

Medi-Cal provides State-funded health care for low-income people, public assistance recipients, and supplemental security income recipients (SSI), by providing free choice access to doctors, dentists, hospitals and other health services. If you don't get satisfaction, ask for Mr. Miller. □

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## **Welfare**

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### **Aid to Families with Dependent Children**

170 Otis Street, 558-5248. Denise Young, Eligibility Appeals Supervisor.

Families with children under 20 years of age may receive support if they meet eligibility requirements — \$600 in cash, savings or securities, real property with assessed valuation less than \$5000, car worth less than \$1500, and income below need



San Francisco City Hall is considered one of the most beautiful civic buildings of its kind in the United States.

Its French Renaissance architecture was created in 1912 by two young architects, John Bakewell, Jr. and Arthur Brown, Jr., who won a competition for their design.

The building was completed in 1916 at a cost of \$4 million, paid for through a Civic Center bond issue passed in 1912. San Francisco was in a lavish mood when City Hall was constructed. It was six years after the devastating earthquake and fire of 1906, which destroyed almost the entire City, including the old City Hall. Construction of the new building was a tribute to the spirit of vitality and energy which galvanized the citizens and enabled them to build a new city from the rubble and ashes of the tragedy of 1906.

The most distinctive exterior feature of City Hall is the copper dome, now covered with a rich green patina, which is visible from many parts of the City. The dome rises 301 feet from the curb -- 13 1/2 feet higher than the Capitol in Washington, D.C. The outside of the building is faced in granite from the foothills of the California Sierra.

Visitors entering the Polk Street entrance of City Hall face the rotunda and grand marble staircase leading to the second floor. The rotunda is surrounded by elaborately carved columns, arches, and vaults soaring to an inner dome rising 183 feet above the stairway. Bronze lamps, almost one story tall, with crystal globes grace the foyer. Interior corridors are inlaid with three acres of marble slab tile, and the walls are finished in Indiana sandstone.

On the second floor, the spacious Chambers of the Board of Supervisors are intricately

4. Examining complaints relating to administration of the City and immediately inform the complainant about the findings and actions on the complaints.
5. Has veto power over ordinances and resolutions passed by the Board of Supervisors.

BOARD OF SUPERVISORS: (Rm. 235)

The 11 members of the Board of Supervisors are the legislators of the City and County. They are elected by voters for four-year terms on a district basis. Their terms are staggered so that six are elected at one time and five elected two years later. They are part-time officials, and most have other occupations. The Supervisors perform their legislative work in 11 standing committees. The Committees hold public hearings in room 228, make recommendations to the full Board. The full Board meets in the Chambers every Monday at 2 PM. Laws passed by the Board are called ordinances. It also adopts policy statements called resolutions.

CHIEF ADMINISTRATIVE OFFICER: (Rm. 289)

The Chief Administrative Officer (CAO) is equivalent to a City manager. He is responsible for the performance of departments which are not under the jurisdiction of the Mayor. These are Public Health, Public Works, Purchasing, Agricultural Commissioner - Sealer of Weights and Measures, Coroner, Electricity, Real Estate, and Finance and Records. The CAO is appointed by the Mayor and confirmed by the Board of Supervisors and is a voting member of 10 permanent city agencies, including the City Planning Commission. The CAO serves an indefinite term but is subject to public recall or removal for cause by a 2/3 vote of the Supervisors.

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On the second floor, the spacious Chambers of the Board of Supervisors are intricately

carved in Manchurian Oak and lighted by hanging chandeliers. The offices of the Mayor and the Chief Administrative Officer are paneled in rich wood. Furniture in the Mayor's Office is currently on loan from the Fine Arts Museums of San Francisco.

There is statuary located throughout the building. In the Polk Street vestibule are bronze heads of former Mayors James D. Phelan (1897-1902) and James Rolph, Jr. (1912-1931). Nearby is a bronze bust of Angelo J. Rossi (1931-1944). The Van Ness lobby displays a bronze bust of Mayor General Frederick Funston, who commanded Army troops in San Francisco after the 1906 earthquake and fire.

#### MAJOR CITY HALL OFFICES

##### FIRST FLOORS:

ASSESSOR: (Rm. 101) Determines the value of property for taxing purposes.

CIVIL SERVICE COMMISSION: (Rm. 151) The personnel department for 28,000 city employees. The Commission sets rules for city employees, recommends salaries to the Board of Supervisors, and reviews staff recommendations on many personnel matters. The majority of city positions are filled by competitive examinations.

CONTROLLER: (Rm. 109) Has authority over finances of the City and County. Makes recommendations on all financial legislation, audits departments' accounts, and sees that all expenditures are lawful and authorized by the Board of Supervisors.

THE MAYOR'S CITIZEN ASSISTANCE CENTER: (Rm. 160) The Center is a central place to receive and answer citizen complaints or informational inquiries related to the affairs of City government and the various City Departments.

REGISTRAR OF VOTERS: (Rm. 158)

Responsible for registering voters and conducting elections. (Voting Age is 18) Registrar establishes precincts in the City and recruits and trains citizens to work at the polls.

PERMIT APPEALS BOARD: (Rm. 154A) The Board hears and decides appeals, licenses and permits issued, revoked, or denied by various city and County departments including zoning regulations.

TAX COLLECTOR: (Rm. 107) Collects all property taxes for the City and County based on the tax rate set by the Board of Supervisors. Issues business licenses dog licenses, and parking permits.

TREASURER: (Rm. 110) Receives, pays out, and keeps records of money belonging to the City and County. He has joint custody with the Controller of all public funds.

RECORDER: (Rm. 167) Keeps official records of all real estate transactions, marriage licenses, deeds of trust, veteran discharge papers.

SECOND FLOOR:

MAYOR'S OFFICE: (Rm. 200) The Mayor is the chief executive of the City and County. She is elected by the people for a four-year term and may serve no more than two consecutive terms.

The Mayor's duties include:

1. Enforcing the laws of the City and County.
2. Appointing members of the boards and commissions who oversee departments under the Mayor. The Mayor has responsibility for the performance of departments under him / her.
3. Preparing and submitting annual budget of the City and County to the Board of Supervisors.

4. Examining complaints relating to administration of the City and immediately inform the complainant about the findings and actions on the complaints.
5. Has veto power over ordinances and resolutions passed by the Board of Supervisors.

BOARD OF SUPERVISORS: (Rm. 235)

The 11 members of the Board of Supervisors are the legislators of the City and County. They are elected by voters for four-year terms on a district basis. Their terms are staggered so that six are elected at one time and five elected two years later. They are part-time officials, and most have other occupations. The Supervisors perform their legislative work in 11 standing committees. The Committees hold public hearings in room 228, make recommendations to the full Board. The full Board meets in the Chambers every Monday at 2 PM. Laws passed by the Board are called ordinances. It also adopts policy statements called resolutions.

CHIEF ADMINISTRATIVE OFFICER: (Rm. 289)

The Chief Administrative Officer (CAO) is equivalent to a City manager. He is responsible for the performance of departments which are not under the jurisdiction of the Mayor. These are Public Health, Public Works, Purchasing, Agricultural Commissioner - Sealer of Weights and Measures, Coroner, Electricity, Real Estate, and Finance and Records. The CAO is appointed by the Mayor and confirmed by the Board of Supervisors and is a voting member of 10 permanent city agencies, including the City Planning Commission. The CAO serves an indefinite term but is subject to public recall or removal for cause by a 2/3 vote of the Supervisors.

CITY ATTORNEY: (Rm. 206)

In all civil legal actions, the City and County is represented by the City Attorney. He also serves as legal advisor to all departments, the Mayor, and the Board of Supervisors. He prepares or approves the form of all ordinances, contracts, bonds, and other legal documents in which the City and County is interested. There are 66 deputy city attorneys, who are appointed by the City Attorney and serve at his pleasure.

DEPARTMENT OF PUBLIC WORKS: (DIRECTOR'S OFFICE Rm. 260)

Under this department are the Bureaus of Engineering, Architecture, and Building Inspection. It is responsible for the design, construction, and maintenance of public building including schools, streets, tree plantings, sewers and sewage treatment plants. The Chief Administrative Officer appoints the Director of Public Works, who serves at his pleasure.

PUBLIC UTILITIES COMMISSION: (Rm. 289)

The five members of this commission are appointed by the Mayor for four-year terms. The Commission is the policy-making body and the top level of management for the three utilities owned by San Francisco.

The utilities are:

Municipal Railway - city owned transit system which operates within San Francisco.

Hetch Hetchy Water and Power System - collects water for 85 percent of San Francisco water supply from the Sierra Nevada and transport it to the city through aqueducts.

Water Department - distributes water to city residents when it reaches the Bay Area and also collects 15 percent of City's water supply from watershed properties it owns in the Bay Area.

### THIRD FLOOR

COUNTY CLERK: (Rm. 317)

The County Clerk receives all filings for court actions. He handles all records of incorporation for companies doing business in San Francisco. He maintains files of "fictitious" business names, keeps a record of notaries, and has jurisdiction over marriage records in the County. Also serves as the Clerk of Superior Court.

MUNICIPAL COURT:

There are 19 Municipal Court Judges elected for six-years terms, they hold sessions in eight courtrooms in City Hall and 12 in the Hall of Justice. Municipal Court Judges try misdemeanors, civil cases involving less than \$5,000 and violations of local ordinances, such as traffic laws. The court also sit as a Small Claims Court for claims up to \$750.

SHERIFF: (Rm. 333)

The Office is responsible for serving legal notices and processes of the courts, and being keeper of the City and County jails. Although the department has no law enforcement patrol function, deputies are peace officers and do make criminal arrest in the course of their regular duties.

### FOURTH FLOOR

SUPERIOR COURT:

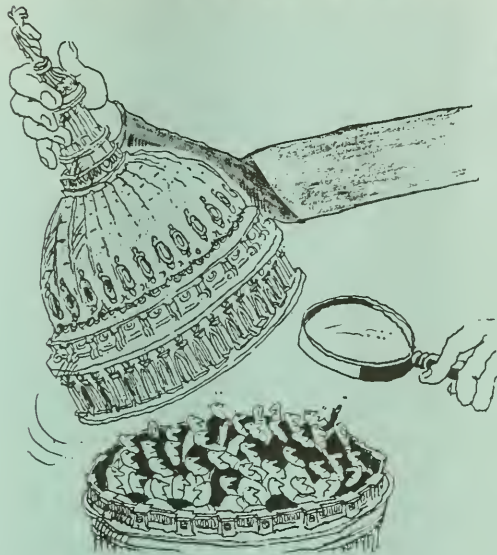
There are 26 Superior Court Judges elected for six-year terms. They hold sessions in 20 courtrooms at City Hall and 6 at the Hall of Justice. Superior Court tries felony criminal cases and the majority of civil cases involving more than \$5,000, marriage dissolutions, and probates. It handles all adoptions, abandonments and guardianship of minors. Hearings concerning wards and dependent children are private and without jury.

# San Francisco

Both Municipal and Superior Courts are trial courts. A trial jury usually consists of 12 persons. They are chosen by lot from a panel of registered voters who are not disqualified because of poor health, occupation, or prison record. The panel is chosen by computer. A jury trial may be waived in either a civil or criminal case. Jurors may be assigned to either Municipal or Superior Courts.

## OTHER MAJOR DEPARMENTS

The Hall of Justice is located at 850 Bryant Street and provides facilities for the POLICE DEPARTMENT, the DISTRICT ATTORNEY, the PUBLIC DEFENDER, and additional courtrooms for criminal cases.



## City Hall Guide

### OFFICIAL CITY SYMBOLS

Flower: Dahlia

Song: "I Left My Heart in San Francisco"

Motto: Oro en paz, fierro en guerra"  
which translates: "Gold in peace, iron in war."



DIANNE FEINSTEIN  
MAYOR

